2019 Results

Annual WATER QUALITY Report

This report contains important information about your water.

Este informe contiene información importante sobre su agua. Está disponible en español en indiowater.org/espanolccr2019.

This publication summarizes the quality of the water that Indio Water Authority (IWA) provided to its customers in 2019.

Take a look inside for details on 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 and ensuring that your tap water is safe to drink. We strive to keep you informed about the quality of your water supply.

Indio Water Authority
Your Water. Our Responsibility.
83-101 Avenue 45, Indio, CA 92201

Office Hours: Monday - Friday 8:00 a.m. - 5:00 p.m.
Main Line: 760.391.4038 | indiowater.org
Emergency After-Hours Line: 760.391.4051

Commit 2 Conserve

2019 Sample Data

ABOUT YOUR WATER QUALITY REPORT

Your Water. Our Responsibility.

Water quality, safety and reliability during COVID-19

Without a doubt, we are living in unprecedented times. The COVID-19 crisis is like nothing in our recent history and it has left many of us with a great deal of apprehension about our safety and economic wellbeing.

I want to take this opportunity to assure you that Indio Water Authority is taking all steps necessary to protect our customers and employees, as well as the water system you rely on and trust.

To ensure water reliability, the staff who delivers, tests and treats your water wears masks, practices social distancing and uses personal protective equipment - so we're able to be there for you and your water supply 24/7.

Your water remains safe, thanks to a rigorous treatment process that kills bacteria and viruses such as the one that causes COVID-19. We do not compromise on the quality of our water, not last year, not today, nor will we ever in the future, regardless of what that future brings.

IWA tested more than 2,000 water samples throughout the year, before that water was delivered to the 85,000 businesses and residents we serve.

In this water quality report, you will find the results of all sampling IWA conducted in 2019, in accordance with state and federal regulations. We are proud to report that your water surpasses all state and federal drinking water quality standards.

IWA is dedicated to providing high quality, reliable water and serving the needs of all our water users. We will continue to do so, no matter what.

TRISH RHAY
General Manager

Governing Board

Glenn Miller
President

Elaine Holmes
Vice President

Lupe Ramos Amith
Commissioner

Oscar Ortiz
Commissioner

Waymond Fermon
Commissioner

Indio Water Authority values your participation in our governance process.

Board meetings are currently held concurrently with the Indio City Council meetings the first and third Wednesday of each month at 5 p.m at the City of Indio's Council Chambers at 150 Civic Center Mall. Due to COVID-19, members of the public may participate in meetings electronically and view the meetings via Livestream or Facebook Live.

Agendas and links to the live stream and recordings can be found under the Agenda & Minutes section of the City of Indio website at **www.indio.org**.

ADDED CONNECTIONS IMPROVE WATER QUALITY & RELIABILITY FOR TWO NEIGHBORHOODS

IWA ADDED 216 CONNECTIONS TO ITS SYSTEM IN 2019 TO SERVE CURRENT AND FUTURE RESIDENTS OF BOE DEL HEIGHTS AND WALLER TRACT.

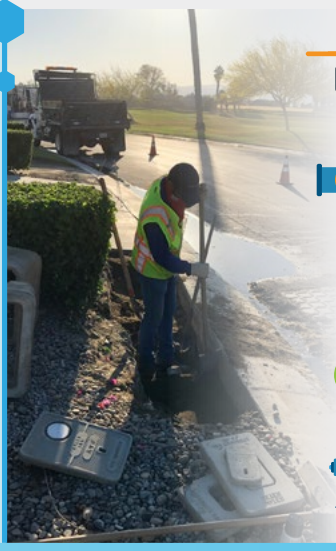
The neighborhoods previously were served by two small community water systems that ceased operations because of a number of issues and aging systems that residents could not afford to fix. The old systems had problems with water quality, well and system failures and inadequate fire flow. Because the systems lacked meters and shutoff valves, there was no incentive for people to use water efficiently or to pay their bill on time.

Unlike small community water systems, IWA maintains adequate funding for capital improvements and operating programs and reserves to maintain and expand the system to respond to future demand and water quality regulations. The California State Water Resources Control Board provided the grant funding for the water improvements in the two neighborhoods that serve approximately 1,100 residents.

The new water distribution network for Boe Del Heights became operational in March 2019 and included:

- **4** new connections to the IWA distribution system
- **8,028** linear feet of water mains
- **119** copper laterals
- **116** smart meters
- **11** fire hydrants

At Waller Tract, the new distribution network became operational in April 2019 and included:



- **3** new connections to the IWA distribution system
- **3,133** linear feet of water mains
- **93** copper laterals
- **90** smart meters
- **8** fire hydrants

Thanks to the improvements, current and future residents of Boe Del Heights and Waller Tract can enjoy affordable water rates, improved water supply reliability and water quality, and increased level of service from IWA now and in the future.

INDIO WATER AUTHORITY: Meeting all our water needs locally

The City of Indio has been providing water since 1953. Today, Indio Water Authority (IWA) continues that legacy as we proudly celebrate 20 years of providing water to Indio residents, visitors, and businesses. IWA's service area covers nearly 38 square miles with connections for approximately 85,000 businesses and homes.

To demonstrate our commitment to excellence, IWA presents our annual water quality report. This covers all testing performed between January 1 and December 31, 2019. We are dedicated to producing drinking water that meets or exceeds all state and federal water quality standards. In order to deliver the best quality drinking water possible, we continually adopt new treatment and delivery methods.

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, even as new challenges to drinking water safety emerge.

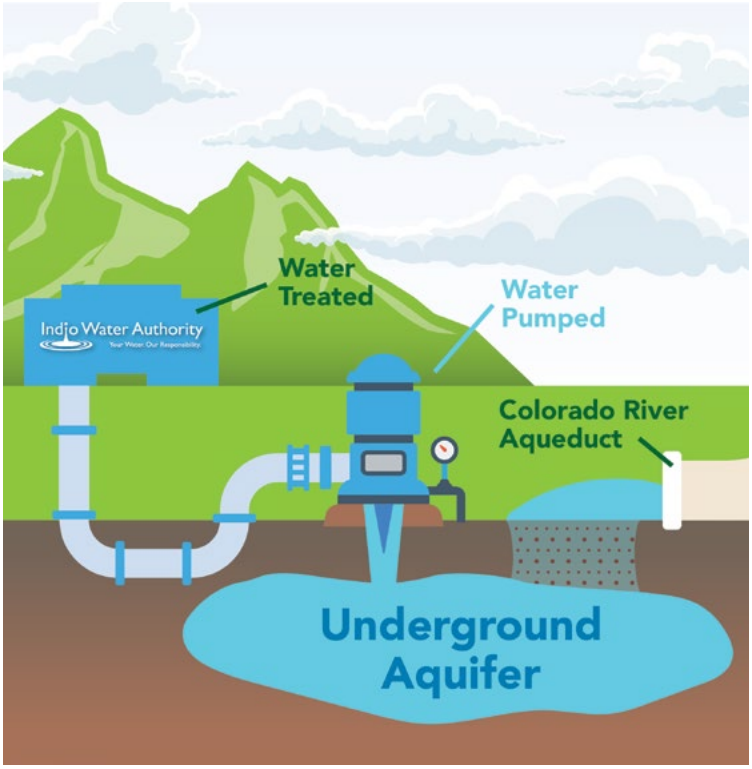
STRAIGHT TO THE SOURCE: Where your water comes from

Clean water is a precious and limited resource. While 71% of the earth's surface is covered in water, only about .007 percent of it is suitable for drinking. Without that finite supply, growth, development and even life would not be possible. The Coachella Valley is fortunate enough to sit on top of a naturally occurring water supply. The Coachella Valley Groundwater Basin sits **1,300 feet** below the surface, acting as a natural underground reservoir.

All water delivered to IWA customers comes from a portion of this local source known as the Indio Subbasin.

A system of **20 deep wells** spread throughout the City of Indio draws water to the surface, where it is stored in seven reservoirs and then distributed to homes and business through hundreds of miles of water mains.

To ensure this source remains available for years to come, Indio Water Authority works together with the other agencies utilizing the Indio Subbasin to collectively manage water use and replenishment. In addition to IWA, this group includes Coachella Valley Water District, Desert Water Agency and Coachella Water Authority & Sanitary District. State regulations require the current agreement to be updated by January 1, 2022. Visit **www.indiosubbasinsgma.org** to learn more about the Indio Subbasin SGMA.



KEEPING YOUR WATER CLEAN & SAFE

The high-quality water served by IWA comes from groundwater pumped from deep wells. While the groundwater basin acts as a natural filter, all tap water is treated with a small amount of sodium hypochlorite (chlorine) before it enters the distribution system and is delivered to homes and businesses throughout Indio.

To protect the health and safety of our customers, IWA performs frequent water quality monitoring in accordance with regulations established by the State Water Resources Control Board, Division of Drinking Water and the U.S. Environmental Protection Agency. More than **2,000 samples** are collected and **over 10,000 analyses are conducted each year** at a certified laboratory to ensure your water is safe to drink. Additionally, IWA has invested over $13 million in water quality projects since 2015 including the relining of two large reservoirs, Chromium-6 treatment systems, and other infrastructure upgrades to ensure consistent delivery and production of safe drinking water.

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

If you have any questions about the sampling, testing or the reporting here in the Consumer Confidence Report, please contact Customer Service at **iwacustomerservice@indio.org** or **(760) 391-4038.**

About Your Water

Drinking water, including bottled water, may reasonably be expected to contain very 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.

To ensure tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board, Division of Drinking Water (DDW) 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 & 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.**

Indio Water Authority
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2019 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	Aug-19	pCi/L	15	N/A	2.73	ND - 5.8	No	Erosion of natural deposits
Uranium	Aug-19	pCi/L	20	0.43	4.2	3.0 - 5.5	No	Erosion of natural deposits
Radium 228	May-17**	pCi/L	5	0.019	ND	ND - ND	No	Erosion of natural deposits
Inorganic Chemicals								
Arsenic	Aug-19	ppb	10	0.004	0.209	ND - 1.2	No	Erosion of natural deposits
Barium	Aug-19	ppb	1,000	2,000	48	30 - 99	No	Erosion of natural deposits
Total Chromium	Aug-19	ppb	50	2.5	11.3	8.4 - 18	No	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Fluoride	Aug-19	ppm	2.0	1.0	0.58	0.40 - 0.83	No	Erosion of natural deposits
Nitrate as N	Nov-19	ppm	10	10	1.84	0.44 - 6.4	No	Fertilizers, Septic Tanks
Nitrite as N	Aug-19	ppm	1	1	ND	ND - ND	No	Fertilizers, Septic Tanks
Secondary Standards and General Physicals								
Bicarbonate	Aug-19	ppm as HCO3	N/R	N/A	123.64	110 - 140	No	Carbon dioxide in the atmosphere and in soil gases
Calcium	Aug-19	ppm	N/R	N/A	36.09	23 - 55	No	Erosion of natural deposits
Chloride	Aug-19	ppm	500*	N/A	21.6	13 - 37	No	Runoff/leaching from natural deposits; seawater influence
Hardness, total	Aug-19	ppm as CaCO3	N/R	N/A	113.64	73 - 160	No	Erosion of natural deposits
Iron	Nov-19	ppm	0.3*	N/A	0.021	ND - 0.12	No	Leaching from natural deposits; industrial wastes
Magnesium	Aug-19	ppm	N/R	N/A	6.32	3.8 - 7.6	No	Erosion of natural deposits
Odor	Aug-19	TON	3*	N/A	0.51	ND - 1	No	Natural Organic Materials
pH	Aug-19	pH units	N/R	N/A	8.05	7.8 - 8.2	No	Erosion of natural deposits
Sodium	Aug-19	mg/L	N/R	N/A	31.73	21 - 44	No	Erosion of natural deposits
Specific Conductance	Aug-19	uS/cm	1,600*	N/A	409	320 - 550	No	Substances that form ions when in water; seawater influence
Sulfate	Aug-19	ppm	500*	N/A	61.8	28 - 91	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	Nov-19	ppm	1,000*	N/A	251.1	190 - 330	No	Runoff/leaching from natural deposits
Turbidity	Aug-19	ntu	5*	N/A	0.09	ND - 0.51	No	Soil runoff
Zinc	Aug-19	ppm	5*	N/A	ND	ND	No	Erosion of natural deposits
Unregulated Contaminants Requiring Monitoring								
Alkalinity, total	Aug-19	ppm as CaCO3	N/R	N/A	102.18	90 - 110	No	Carbon dioxide in the atmosphere and in soil gases
Chromium 6	Dec-19	ppb	Currently Not In Effect	0.02	13.14	7.9 - 19	No	Erosion of natural deposits
Vanadium	May-17**	ppb	N/R	N/A	16	16 - 16	No	Erosion of natural deposits

← = average less than detection limit for reporting purposes;

*Contaminant is regulated by a secondary standard to maintain aesthetic qualities (taste, odor, color).

**Testing conducted prior to 2019.

NOTES: According to Proposition 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. The table shows the last sampling dates as May 2017 for Vanadium and May 2017 for Radium 228, and showed no MCL violations.

Nitrate in drinking water at levels above 45 mg/L 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 45 mg/L 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 health care provider.

2019 Distribution System Water Quality

Disinfection Byproducts	Units	MCL (MRDL/ MRDLG)	Average Amount	Range of Detections	MCL Violation?	Typical Sources of Contaminant
Chlorine Residual	ppm	4.0 / 4.0	0.60	0.02 - 2.04	No	Disinfectant Added for Treatment
Haloacetic Acids (HAA5)	ppb	60	0.56	ND - 1.6	No	Byproducts of Chlorine Disinfection
Total Trihalomethanes (TTHM)	ppb	80	2.26	ND - 9.1	No	Byproducts of Chlorine Disinfection
Aesthetic Quality						
Color	units	15*	ND	ND - ND	No	Erosion of natural deposits
Turbidity	NTU	5*	0.09	ND - 0.51	No	Erosion of natural deposits
Odor	TON	3*	0.09	ND - 1	No	Erosion of natural deposits
Microbiological						
Total Coliform (non-fecal coliform)	N/A	0	0.01	ND - Present	No	Natrually present in environment

NOTES: 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.

*Contaminant is regulated by a secondary standard to maintain aesthetic qualities (taste, odor, color).

2019 Lead and Copper Action Levels at Residential Taps

Chemical	Units	Action Level (AL)	PHG	Site Exceeding Action Level	90th Percentile Value	AL Exceedance?	Typical Sources of Contaminant
Lead	ppb	15	0.2	None	0.61	No	Internal corrosion of plumbing system, discharge from industrial manufacters, erosion of natural deposits
Copper	ppm	1.3	0.3	None	0.096	No	Internal corrosion of plumbing system, discharge from industrial manufacters, erosion of natural deposits

NOTE: Every three years, 31 residences are tested for lead and copper at the tap. The most recent set of samples were collected in September 2019. The next lead and copper test will be conducted in 2022. None of the samples collected in 2019 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.

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.

mg/L (milligrams per liter): A measure of the concentration by weight of a substance per unit volume.

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.

N/A: 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.

CONSERVING WATER TO SAVE MONEY & RESOURCES

You can save money on your water bill and help protect future supplies by using water wisely, swapping grass for desert landscaping, and choosing appliances that help conserve water.

Commit 2 Conserve

Join us in our motto, "Commit to Conserve," by adding the following water conservation tips into your daily routine and taking advantage of our rebate programs!

REBATES

IWA OFFERS REBATES TO CUSTOMERS FOR THEIR WATER-SAVING EFFORTS.

You can save money with the following rebates:

- ***LANDSCAPE:*** *Up to $20,000 for residential customers and $60,000 for commercial customers who replace grass with low-water landscaping*
- ***IRRIGATION:*** *Up to $750 for residential, $1,500 for commercial customers who install smart irrigation controllers, rotary sprinkler heads, drip irrigation and bubblers*
- ***TOILETS:*** *Up to $150 for models that use 1.28 gallons or less per flush*
- ***WASHING MACHINES:*** *Up to $150 for efficient models with a water factor of 6 or less*
- ***CONSERVATION KITS:*** *Low-flow shower heads, toilet leak test tabs, hose nozzles, and a soil moisture meter*

To apply, simply fill out an application provided by IWA and follow the steps to qualify.

Get more information about rebates online at **www.indiowater.org/rebates,** or by calling Customer Service at **(760) 391-4038.**

INDOOR TIPS

EVERY DROP of water saved helps secure Indio's water future.

- *Use the washing machine and dishwasher only when full*
- *Take short showers – in 5 minutes or less*
- *Regularly check your toilets, sinks, showers and tubs for leaks*
- *Thaw frozen food in the refrigerator, not under running water*

OUTDOOR TIPS

- *Water in the early morning, or late at night*
- *Turn sprinklers off when it rains, is windy or cloudy*
- *Use desert-friendly plants in landscaping*
- *Clean your driveway and sidewalk with a broom*

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In addition, IWA offers indoor and outdoor rebates to reduce demand and collaborates with other urban water suppliers in the region on conservation through CV Water Counts (**www.cvwatercounts.com**).

Commit 2 Conserve