

Annual WATER Quality Report

Published 2019

2018
Results

Este informe contiene información muy importante sobre su agua de beber. Está disponible en español en indiowater.org/espanolccr2018.



Your Water. Our Responsibility.

This report contains important information about your water. It is available in Spanish at indiowater.org/espanolccr2018.

This publication summarizes the quality of the water that Indio Water Authority (IWA) provided to its customers in 2018. 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.

Indio Water Authority values your participation in our governance process.

Board meetings are open to the public and are currently held 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. The summer schedule, agendas, meetings, and recordings can be found on the City of Indio website at www.indio.org.

Governing Board:

Lupe Ramos-Amith, *President*
Glenn Miller, *Vice President*
Elaine Holmes, *Commissioner*
Oscar Ortiz, *Commissioner*
Waymond Fermon, *Commissioner*

Indio Water Authority
 Your Water. Our Responsibility.
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Main Line: 760.391.4038 | indiowater.org
Emergency After-Hours Line: 760.391.4051

Commit
2 Conserve

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 approximately **85,000 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, 2018. 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.

"IWA is committed to water quality excellence and it is our pleasure to present this annual report of our regulatory water testing.

More than **2,000** water samples were tested in 2018, an average of **170** per month and the results showed that all of the water supplied by IWA to Indio homes and businesses met or exceeded state and federal drinking water quality standards."

- Trish Rhay
General Manager



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 not be possible. Fortunately, the Coachella Valley has a tremendous naturally occurring water supply right beneath our feet: the Coachella Valley Groundwater Basin. This body of permeable rock acts as a natural reservoir **500 to 1,300 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 **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?

Your tap water comes from deep groundwater wells with high-quality groundwater. The groundwater basin acts as a natural deep filter and the water we pump is treated with a small amount of sodium hypochlorite (chlorine) and then pumped directly into our distribution system. Because protecting the safety of our customers is our highest priority, IWA professionals perform water quality monitoring in accordance with regulations established by the California State Water Resources Board Division of Drinking Water and the U.S. Environmental Protection Agency. Each year, over 2,000 samples are collected and over 10,000 analyses are conducted at a certified laboratory to ensure that your water is safe to drink. As part of our commitment to water quality, IWA has invested over \$7 million in water quality projects since 2015 including the relining of two large reservoirs and other infrastructure upgrades to ensure the consistent production and delivery 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.

About your Water Quality Report: 2018 Sample Data

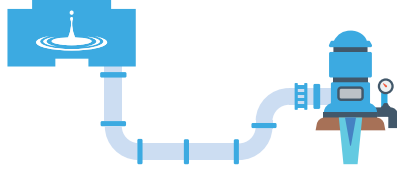
In this document you will find information compiled from the hundreds of samples that we collect and test each year. Indio Water Authority is proud to provide high-quality water that meets ALL state and federal drinking water standards.

If you have any questions about the sampling, testing or the reporting here in the Consumer Confidence Report, please contact Daniel Gutierrez at dgutierrez@indio.org or **(760) 625-1813**.

Delivering Water: Reliably, Responsibly, Efficiently



SCADA
FOR REAL-TIME
MONITORING & CONTROL
OF PUMPING
INFRASTRUCTURE



HYDRANT FLUSHING &
VALVE PERFORMANCE

10,158 VALVES | **3,454** DEAD-END HYDRANTS

FOR RELIABLE OPERATION &
ENSURING WATER QUALITY

11 STANDBY GENERATORS

FOR EMERGENCY USE
DURING POWER OUTAGES



BOOSTER PUMPS
26,000

GALLONS PER MINUTE
FOR PRESSURE CONTROL
& FIRE-FLOW

CROSS-CONNECTION CONTROL
& BACKFLOW PREVENTION

2,119 DEVICES IN THE SYSTEM

7 RESERVOIRS



19 MILLION
GALLONS CAPACITY
TO MEET PEAK
HOUR DEMANDS

MAINTENANCE OF
344 MILES
OF WATER MAINS

6.4 BILLION
GALLONS OF WATER
PRODUCED PER YEAR

DISINFECTING
& ELIMINATING
PATHOGENS



SAMPLING & ANALYSIS

OVER 2,000
SAMPLES TAKEN & TESTED ANNUALLY



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 pump water from this source without replenishing it or using it wisely; not only would the quality of our water decline but we could eventually exhaust our supply as the valley continues to grow.

To ensure the long-term reliability of our water supply, IWA collaborates with the other five public water/wastewater agencies in the Coachella Valley on integrated regional water management planning through the Coachella Valley Regional Water Management Group (www.cvrwmg.com).

Protection of drinking water is everyone's responsibility. You can help protect our community's drinking water source in several ways:

Eliminate excess use of lawn and garden fertilizers and pesticides - they contain hazardous chemicals that can reach your drinking water source.

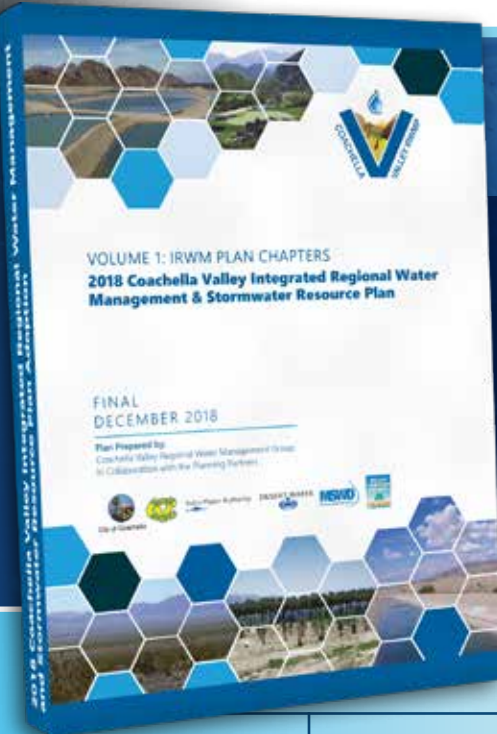
Pick up after your pets.

If you have your own septic system, properly maintain your system to reduce leaching to water sources or consider connecting to a public water system.

Dispose of chemicals properly; take used motor oil to a recycling center.

Indio Water Authority
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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).



2018 Domestic Water Quality

Analyte	MCL (MRDL)	PHG (MCLG)	IWA Average Domestic Water	Range of Detections	Most recent Sampling Date	MCL Violation?	Typical Source of Contaminant
Radiologicals							
Gross Alpha (pCi/L)	15	0	4.44	ND – 12.0	Nov. 2018	No	Erosion of natural deposits
Uranium (pCi/L)*	20	0.43	5.0	5.0 – 5.0	Feb. 2018	No	Erosion of natural deposits
Radium 228 (pCi/L)*	5	0.019	ND	ND – ND	May 2017*	No	Erosion of natural deposits
Inorganic Chemicals							
Arsenic (ppb)	10	0.004	0.463	ND – 1.5	Nov. 2018	No	Erosion of natural deposits
Barium (ppb)	1,000	2,000	47	33 – 86	Nov. 2018	No	Erosion of natural deposits
Total Chromium (ppb)	50	100	13.5	9.4 – 18	Nov. 2018	No	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Fluoride (ppm)	2.0	1.0	0.60	0.53 – 0.80	Nov. 2018	No	Erosion of natural deposits
Nitrate as N (ppm)	10	10	1.72	0.35 – 6.6	Dec. 2018	No	Fertilizers, Septic Tanks
Nitrite as N(ppm)	1	1	ND	ND – ND	Nov. 2018	No	Fertilizers, Septic Tanks
Nitrate as NO3 (ppm)	45	45	7.59	1.6 – 29	Dec. 2018	No	Fertilizers, Septic Tanks
Secondary Standards							
Chloride (ppm)	500*	n/a	17.29	7.9 – 56	Nov. 2018	No	Erosion of natural deposits
Iron (ppm)	0.3*	n/a	0.052	ND – 0.36	Nov. 2018	No	Leaching from natural deposits
Specific Conductance (µmho/cm)	1,600*	n/a	368.18	280 – 560	Nov. 2018	No	Erosion of natural deposits
Sulfate (ppm)	500*	n/a	47.04	19 – 110	Nov. 2018	No	Erosion of natural deposits
Total Dissolved Solids (ppm)	1,000*	n/a	228.67	160 – 350	Nov. 2018	No	Erosion of natural deposits
Turbidity (ntu)	5*	n/a	0.18	ND – 1.3	Nov. 2018	No	Erosion of natural deposits
Odor (TON)	3*	n/a	3	ND – 17	Dec. 2018	No	Natural Organic Materials
Zinc (ppm)	5*	n/a	ND	ND	Nov. 2018	No	Erosion of natural deposits
Unregulated Contaminants Requiring Monitoring							
Alkalinity, total (ppm as CaCO3)	n/r	n/a	104.12	87 – 120	Nov. 2018	No	Erosion of natural deposits
Bicarbonate (as HCO3) (ppm)	n/r	n/a	125	100 – 140	Nov. 2018	No	Erosion of natural deposits
Calcium (ppm)	n/r	n/a	36.25	21 – 63	Nov. 2018	No	Erosion of natural deposits
Hardness, total (mg/L)	n/r	n/a	110.63	67 – 180	Nov. 2018	No	Erosion of natural deposits
Magnesium (ppm)	n/r	n/a	5.03	3.4 – 6.8	Nov. 2018	No	Erosion of natural deposits
pH (pH units)	n/r	n/a	7.6	7.1 – 8.1	Nov. 2018	No	Leaching from natural deposits
Sodium (mg/L)	n/r	n/a	32.75	26 – 44	Nov. 2018	No	Erosion of natural deposits
Vanadium (ppb)	n/r	n/a	16	16 – 16	May 2017	No	Erosion of natural deposits

ABBREVIATIONS: 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; ← = average less than detection limit for reporting purposes; MCL = Maximum Contaminant Level; MCLG = federal MCL Goal; mg/L = milligrams per liter; PHG = California Public Health Goal; TON = Threshold Odor Number; *Contaminant is regulated by a secondary standard to maintain aesthetic qualities (taste, odor, color).

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. Uranium and Radium 228 were both tested in March of 2017, later than scheduled, 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.

2018 Distribution System Water Quality

Disinfection Byproducts	MCL (MRDL/MRDLG)	Average Amount	Range of Detections	MCL Violation?	Typical Source of Contaminant
Chlorine Residual (ppm)	(4.0/4)	0.57	0.08 – 2.80	No	Disinfectant Added for Treatment
Haloacetic Acids (ppb)	60	ND	ND	No	Byproducts of Chlorine Disinfection
Total Trihalomethanes (ppb)	80	1.5	ND – 5.7	No	Byproducts of Chlorine Disinfection
Aesthetic Quality					
Color (units)	15*	0.73	ND – 75	No	Erosion of natural deposits
Turbidity (ntu)	5*	0.24	ND – 1.3	No	Erosion of natural deposits
Odor (TON)	3*	3	ND – 17	No	Erosion of natural deposits
Microbiological					
Total Coliform (non-fecal coliform)	0	0.01	ND – Present	No	Naturally present in environment

ABBREVIATIONS AND FOOTNOTES: 4 locations in the distribution system are tested quarterly for total Trihalomethanes and Haloacetic acids; 21 locations are tested monthly 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).

2018 Lead and Copper Action Levels at Residential Taps

Chemical	Action Level (AL)	PHG	90th Percentile Value	Sites Exceeding Action Level	MCL Violation?	Typical Source of Contaminant
Lead (ppb)	15	0.2	ND	None	No	Internal corrosion of plumbing system, discharge from industrial manufacturers, erosion of natural deposits.
Copper (ppm)	1.3	0.3	0.140	None	No	Internal corrosion of plumbing system, discharge from industrial manufacturers, erosion of natural deposits.

ABBREVIATIONS AND FOOTNOTES:

AL = action level; ND = not detected;

NOTE: Every three years, 31 residences are tested for lead and copper at the tap. The most recent set of samples were collected in October 2016. The next lead and copper test will be conducted in 2019. None of the samples collected in 2016 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.

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.

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) 625-1813.

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 Water Resources Control Board, Department of Drinking Water (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 & 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.

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 contracting 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.

Conserving water to save money and 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. Join us in our motto, "Commit to Conserve," by adding the following water conservation tips into your daily routine.

Every drop of water saved helps secure Indio's water future.

INDOOR



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



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

For more tips, please visit CVWaterCounts.com.

Rebates

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

YOU CAN SAVE MONEY WITH THE FOLLOWING REBATES:

- **LANDSCAPE:** Up to \$1,500 for residential customers and \$4,000 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 swivel aerators

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, or by calling Customer Service at (760) 391-4038.