

ANNUAL WATER QUALITY REPORT

PUBLISHED 2024 | 2023 RESULTS



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For more information about your water, please scan the QR code on the left.



Professor Agua



This report contains important information about your water. Este informe contiene información importante sobre su agua. Esta disponible en español en indio.org/espanolccr2023.

This publication summarizes the quality of the water that Indio Water Authority (IWA) provided to its customers in 2023. 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.



REYMUNDO TREJO, P.E.
IWA General Manager



PRESERVING WATER QUALITY WITHOUT DRAINING YOUR BUDGET

Across our city, we see how Indio grows stronger and more vibrant each and every day. With our community events and celebrations, a revitalized downtown and new homes and businesses, Indio Water Authority plays a key role in enhancing our quality of life.

A clean and reliable water supply is vital to all of us, which is why we have such a strong focus on service. Not only do we need to ensure we have water available, but we also maintain an extensive system of wells, pumps, and pipes to deliver that water to your home. At the same time, we strive to provide this high level of service at the lowest possible cost.

Fiscal responsibility involves more than simply spending as little as possible. Careful planning helps us find opportunities to maximize our return on investments while grants and low-interest loans help us bring in outside revenue minimizing impacts on our ratepayers.

These efforts definitely pay off. In 2023, IWA received state grants totaling \$3.7 million dollars to support conservation programming, small water system consolidations, emergency responses, and meter replacement. In 2024, we sought grant money for infrastructure projects and conservation programs. Each dollar we receive in grants means one less dollar ratepayers need to spend, allowing IWA to keep rates steady without any increases since 2018.

Planning also pays dividends. One example of how carefully considered management reduces costs is through our master planning process. Evaluating current systems and their ability to meet future needs shows us where improvements may be needed. This process then guides our Capital Improvement Plan, which identifies essential improvements to IWA facilities and infrastructure. This planning process helps determine if it is more cost-effective to upgrade existing facilities or build new facilities.

Thanks to this hard work and commitment, IWA has historically seen a strong financial position. However, inflation and regulatory changes pose increasing challenges. Pending State rules could require the construction and operation of new treatment facilities at considerable expense. As part of our planning process, a water rate study is currently underway. This will examine future revenue and expense expectations and determine if any adjustments are needed to maintain the high-quality water service our customers enjoy.

We encourage you to grab a glass of tap water and read through this report to learn more about the many services available to our customers. Most importantly, you can see the results of the extensive water testing we conducted throughout 2023 which show how we once again exceeded all state and federal water quality standards.



INDIO
water authority **GOVERNING BOARD**

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Commissioner

SEE YOU THERE!

Board meetings are held on the first and third Wednesdays of each month at 5 p.m., at the City of Indio's Council Chambers, 150 Civic Center Mall, and online. The public is welcome to attend. Meeting schedule, agendas, online access details, and past meeting recordings are accessible at indio.org.



ENJOY EASY ACCOUNT ACCESS

ANYTIME, ANYWHERE

IWA customers can now pay their bills through Dropcountr, a free online portal that allows users to receive leak alerts, monitor water use and access rebates.

The Dropcountr app makes paying bills on your smartphone easy. Track water usage from anywhere with an internet connection – you'll conserve water and save money at the same time!



Dropcountr – Online portal and smartphone app that offers bill paying, water use monitoring and more.

- To sign up, visit dropcountr.com/signup/indio
- Visit indio.org/paybillonline to manage your account
- Download the Dropcountr app on your Android or Apple device. Scan the QR codes to the Apple Store or Google Play links.



Apple



Android



While Dropcountr offers convenience, it is not the only option. IWA customers can still pay bills using the traditional methods below.



By Phone – Call the VoiceUtility Line at 760.347.4958 to pay your bill 24 hours a day, seven days a week, with a Visa, MasterCard or check. Remember to have your account number ready. VoiceUtility can also check account balance, payment and billing history.



Manually Enroll/Autopay – No need to worry about missing your due date when you sign up for Autopay. Payments are taken directly out of a checking account on the due date. The program is offered to all customer accounts without phone or computer access and requires a processed check.

To inquire, call Customer Service at 760.391.4038. Forms may be obtained at the IWA office or online at www.indiowater.org. You will need to include a voided check.



By Mail – Send a check or money order and the utility bill stub to Indio Water Authority – Bill Payment, P.O. Box 512490, Los Angeles, CA 90051-0490.



Drop Box – Deposit boxes are available in front of IWA's Corporate Yard at 83-101 Avenue 45 in Indio, or at the City Hall north parking lot, 100 Civic Center Mall, Indio. Payments must be made by check or money order and include the utility bill stub.



In-Person – In-person payments may be made during regular business hours with check, cash, Visa or MasterCard. The IWA office is located at 83-101 Avenue 45, Indio, and is open weekdays from 8 a.m. to 5 p.m. Closed on major holidays.

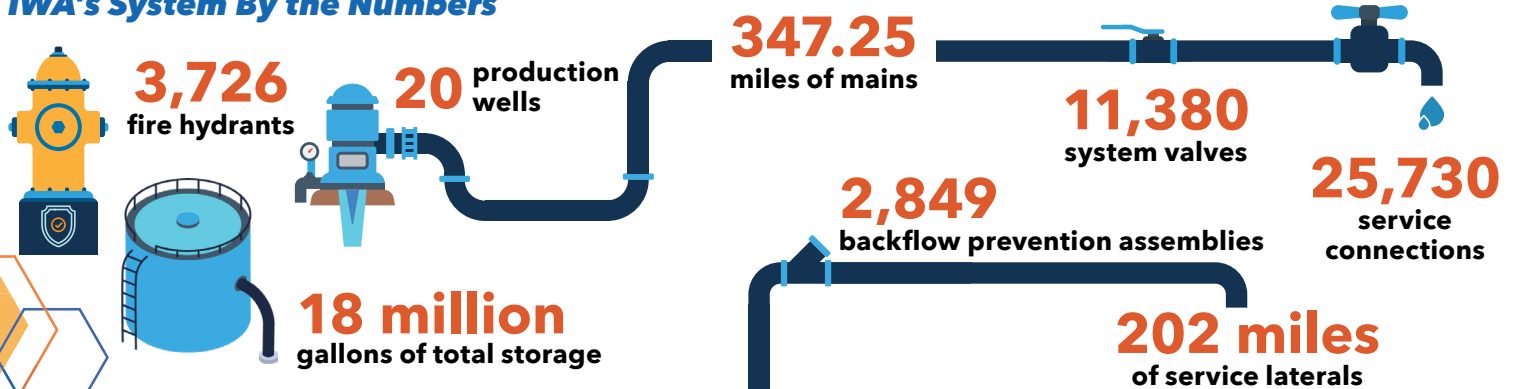




FROM THE SOURCE TO YOUR HOME: IWA'S WATER DELIVERY SYSTEM


About 90,000 people depend on IWA's water service for essential needs such as cooking, cleaning and drinking. This water is pumped from an aquifer below the surface to 20 well sites across the Indio Subbasin. The groundwater is treated, and thousands of tests are conducted yearly to ensure it meets drinking water standards. The water is then stored in reservoirs and distributed through an extensive system of pipes and booster stations.


IWA's System By the Numbers




WORKING TOWARD A SHARED WATER FUTURE

More than 400,000 people across nine desert cities and unincorporated areas rely on the Indio Subbasin, where IWA sources its water. IWA works closely with other agencies in the region to protect this shared resource and its widespread impact. These collaborative efforts include the following:

 **2020 Coachella Valley Urban Water Management Plan** assesses water supplies to ensure they are adequate to meet demand over the next 20 years.

 **2022 Indio Subbasin Alternative Groundwater Sustainability Plan** is a framework to manage groundwater resources over the long term.

 **CV Water Counts** is an online resource to promote and coordinate conservation efforts regionally. Visit: cvwatercounts.com for more information.

EMERGENCY STORM REPAIR BUILDS REGIONAL RESILIENCE

Tropical Storm Hilary struck the Coachella Valley in August 2023, eroding the Coachella Valley Stormwater Channel (CVSC). Strong currents undermined a 10-inch water main critical to IWA's distribution system, on the south side of Avenue 46/Westward Ho Drive. IWA mobilized quickly to coordinate emergency repairs and protect adequate water pressure and fire flow in IWA's water system. With Valley Sanitary District (VSD) infrastructure parallel to IWA's water main, the two agencies worked together to prevent potential contamination and keep the community safe. Coachella Valley Water District (CVWD) also requested that IWA modify the repair by installing a new pipe at a lower level to reduce future risk to the pipe and the storm channel.

Ultimately, the emergency repair included 900 linear feet of an 18-inch ductile iron pipeline across the CVSC. The efforts were a testament to the power of local partnerships and what we can accomplish when we come together to support regional resilience. Additionally, IWA is applying for Federal Emergency Management Agency (FEMA) funds to cover repair costs due to Tropical Storm Hilary.

CHANGING REBATES OFFER MORE OPPORTUNITIES TO CONSERVE

Did you know IWA can help you save money and water at home? We offer several rebate programs to help customers invest in water-wise upgrades. Residents and businesses can offset the costs of replacing grass with drought-tolerant landscaping or installing efficient irrigation, toilets and washing machines. Learn more about the incentives available below.



Turf Removal - Residential customers who replace water-guzzling grass with desert-friendly landscaping can receive \$2 per square foot rebate for turf removed, up to 10,000 square feet. The rebate covers up to 30,000 square feet of turf replacement for commercial accounts.



Residential customers can receive \$3 per square foot if they plant one native tree for every 250 square feet of turf removed. Terms and conditions apply.

Irrigation System Upgrades - Tuning up landscape irrigation is another way to save water and secure a rebate. Smart irrigation controllers, as well as above-ground upgrades such as drip irrigation and smart nozzles, qualify for up to \$750 in rebates for residential customers and \$1,500 for commercial accounts, with receipts. The rebate does not cover labor.



Toilets & Washing Machines - Eligible, high-efficiency washing machines and toilets qualify for a \$150 rebate. The rebate does not cover labor.

For details, check out the rebate's webpage at indio.org/IWArebates or contact our Water Conservation Office at 442.400.5205.

Please read program guidelines first. (Rebate amounts and terms are subject to change).

INFORMATION 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. To ensure tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board (State Water Board), prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Water Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health. **The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health. Additional information on bottled water is available on California Department of Public Health's website at <https://www.cdph.ca.gov/Programs/CEH/DFDCS/Pages/FDBPrograms/FoodSafetyProgram/Water.aspx>. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline (1-800-426-4791). If you have any questions about this document or the information contained within, please contact Miguel Peña at (760) 625-1852 or mpeña@indio.org.**

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, and 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/lead. Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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 can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. U.S. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

2023 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 | Oct-23 | pCi/L | 15 | (0) | 4.48 | 2.32 - 6.82 | No | Erosion of natural deposits |
| Uranium | Oct-23 | pCi/L | 20 | 0.43 | 5.3 | 3-8.6 | No | Erosion of natural deposits |
| Radium 228 | Oct-23 | pCi/L | 5 | 0.019 | 0.49 | .366 - .728 | No | Erosion of natural deposits |
| INORGANIC CHEMICALS | | | | | | | | |
| Aluminum | Apr-23 | ppm | 1 | 0.6 | ND | ND | No | Erosion of natural deposits; residue from some surface water treatment processes |
| Antimony | Apr-23 | ppb | 6 | 1 | ND | ND | No | Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder |
| Arsenic | Apr-23 | ppb | 10 | 0.004 | ND | ND | No | Erosion of natural deposits; runoff from orchards; glass and electronics production wastes |
| Barium | Apr-23 | ppm | 1 | 2 | ND | ND | No | Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits |
| Beryllium | Apr-23 | ppb | 4 | 1 | ND | ND | No | Discharge from metal refineries, coal-burning factories, and electrical, aerospace, and defense industries |
| Cadmium | Apr-23 | ppb | 5 | 0.04 | ND | ND | No | Internal corrosion of galvanized pipes; erosion of natural deposits; discharge from electroplating and industrial chemical factories, and metal refineries; runoff from waste batteries and paints |
| Total Chromium | Oct-23 | ppb | 50 | (100) | 12.28 | 10 - 20 | No | Discharge from steel and pulp mills and chrome plating; erosion of natural deposits |
| Copper | Apr-23 | ppm | 1.3 | 0.3 | ND | ND | No | Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives |
| Fluoride | Aug-22 | ppm | 2.0 | 1.0 | 0.55 | 0.28 - 0.78 | No | Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories |
| Lead | Apr-23 | ppb | 15 | 0.2 | ND | ND | No | Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits |
| Mercury | Apr-23 | ppb | 2 | 1.2 | ND | ND | No | Erosion of natural deposits; discharge from refineries and factories; runoff from landfills and cropland |
| Nickel | Apr-23 | ppb | 100 | 12 | ND | ND | No | Erosion of natural deposits; discharge from metal factories |
| Nitrate as N | Dec-23 | ppm | 10 | 10 | 2.88 | 0.4 - 8.5 | No | Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits |
| Nitrite as N | Nov-23 | ppm | 1 | 1 | ND | ND | No | Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits |
| Perchlorate | Apr-23 | ppb | 6 | 1 | ND | ND | No | Perchlorate is an inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries. It usually gets into drinking water as a result of environmental contamination from historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts. |
| Selenium | Apr-23 | ppb | 50 | 30 | ND | ND | No | Discharge from petroleum, glass, and metal refineries; erosion of natural deposits; discharge from mines and chemical manufacturers; runoff from livestock lots (feed additive) |
| Thallium | Apr-23 | ppb | 2 | 0.1 | ND | ND | No | Leaching from ore-processing sites; discharge from electronics, glass, and drug factories |
| SECONDARY STANDARDS | | | | | | | | |
| Chloride | Apr-23 | ppm | 500* | N/A | 11 | 11 - 11 | No | Runoff/leaching from natural deposits; seawater influence |
| Iron | Apr-23 | ppm | 0.3* | N/A | ND | ND | No | Leaching from natural deposits; industrial wastes |
| Manganese | Apr-23 | ppb | 50* | N/A | ND | ND | No | Leaching from natural deposits |
| Methyl-tert-butyl ether [MTBE] | Jul-23 | ppb | 5* | N/A | ND | ND | No | Leaking underground storage tanks; discharge from petroleum and chemical factories |
| Silver | Apr-23 | ppb | 100* | N/A | ND | ND | No | Industrial discharges |
| Specific Conductance | Nov-22 | uS/cm | 1,600* | N/A | 506 | 290 - 1300 | No | Substances that form ions when in water; seawater influence |
| Sulfate | Apr-23 | ppm | 500* | N/A | 28.0 | 28-28 | No | Runoff/leaching from natural deposits; industrial wastes |
| Total Dissolved Solids | Apr-23 | ppm | 1,000* | N/A | 210 | 210 - 210 | No | Runoff/leaching from natural deposits |
| Zinc | Apr-23 | ppm | 5* | N/A | ND | ND | No | Runoff/leaching from natural deposits; industrial wastes |
| UNREGULATED CONTAMINANTS REQUIRING MONITORING | | | | | | | | |
| Alkalinity (total) | Nov-22 | ppm as CaCO3 | N/R | N/A | 103 | 73 - 120 | No | Carbon dioxide in the atmosphere and in soil gases |
| Calcium | Apr-23 | ppm | N/R | N/A | 32 | 32 - 32 | No | Erosion of natural deposits |
| Hardness (total) | Aug-22 | ppm as CaCO3 | N/R | N/A | 148.5 | 61 - 240 | No | Erosion of natural deposits |
| Magnesium | Apr-23 | ppm | N/R | N/A | 5.6 | 5.6 - 5.6 | No | Erosion of natural deposits |
| pH | Aug-22 | pH units | N/R | N/A | 8 | 7.4 - 8.2 | No | Erosion of natural deposits |
| Sodium | Apr-23 | mg/L | N/R | N/A | 28 | 28 - 28 | No | Erosion of natural deposits |
| Chromium 6 | Apr-23 | ppb | Currently Not in Effect | 0.02 | 10.61 | .41 - 19 | No | Erosion of natural deposits |

FOOTNOTES: *Contaminant is regulated by a secondary standard to maintain aesthetic qualities (taste, odor, color). According to Title 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. Radium 228 and Uranium were tested in August 2023, and showed no MCL violations. Nitrate as Nitrogen or "N" in drinking water at levels above 10 ppm 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 10 ppm 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.

2023 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 | 0.82 | .69 - .95 | No | Disinfectant added for treatment |
| Haloacetic Acids (HAA5) | ppb | 60 | ND | ND | No | Byproduct of drinking water disinfection |
| Total Trihalomethanes (TTHM) | ppb | 80 | 1.01 | ND - 2.4 | No | Byproduct of drinking water disinfection |

AESTHETIC QUALITY

| | | | | | | |
|-----------|-------|-----|-------|----------|----|---------------------------------------|
| Color | units | 15* | ND | ND | No | Naturally-occurring organic materials |
| Turbidity | ntu | 5* | 0.087 | ND - .65 | No | Soil runoff |
| Odor | TON | 3* | 0.12 | ND-1 | No | Naturally-occurring organic materials |

MICROBIOLOGICAL CONTAMINANTS

| | Highest No. of Detections | No. of Months in Violation | MCL | MCLG | MCL Violation? | Typical Sources of Contaminant |
|---------|---------------------------|----------------------------|-----|------|----------------|--------------------------------|
| E. coli | N/A | 0 | 0 | 0 | No | Human and animal fecal waste |

ABBREVIATIONS AND FOOTNOTES: 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. 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).

2022 Lead and Copper Action Levels at Residential Taps (32 samples)

| 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 | ND | No | Internal corrosion of plumbing system, discharge from industrial manufacturers, erosion of natural deposits |
| Copper | ppm | 1.3 | 0.3 | None | 0.077 | No | Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives |

ABBREVIATIONS AND FOOTNOTES: AL = Action Level; ND = Not Detected. Every three years, a minimum of 30 residences are tested for lead and copper at the tap. The most recent set of samples were collected in August 2022. The next lead and copper test will be conducted in 2025. None of the samples collected in 2022 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. No schools or childcare centers requested lead sampling in 2022.

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, sewer collection systems, and high-density housing. Currently, high-density septic systems are identified as potential sources for detected Nitrates. If you would like to review the Source Water Assessment Plan, please feel free to contact our office during regular office hours at (760) 625-1822.

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 (Federal 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): 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

N/R: Not Regulated

NS: No Standard

ntu (Nephelometric Turbidity Units):

Measurement of suspended material

pCi/L (picoCuries per liter): A measurement of radioactivity in water

PHG (California 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

<-- = average less than detection limit for reporting purposes





PROTECTING OUR WATER SUPPLY


NOW AND FOR FUTURE GENERATIONS





Conservation must be a way of life here in the desert. Responsible water use is always essential, even when the severity of the drought has lessened. Water efficiency secures an ongoing, sustainable water supply for local homes and businesses. IWA is currently operating under the lowest level of water restrictions, which aim to balance supply with meeting the needs of customers. The following conservation measures are currently in effect:


 Irrigation systems must be maintained and adjusted as necessary to avoid any excessive runoff on streets and sidewalks.


 Drinking water can no longer be used to fill, clean, or maintain ponds or other water features unless they have a recirculating system.

 Potable water may not be used to clean driveways or other hard surfaces unless required for health or safety reasons.

 Irrigation systems shall not be utilized within 48 hours of measurable rainfall.

 Hoses must have an auto-shutoff nozzle when used for watering landscapes or washing cars.

 Broken sprinklers must be repaired within five days of notification and all other leaks must be repaired in a timely manner.

 Non-functional turf cannot be watered with potable water.

WE KINDLY REQUEST YOUR COOPERATION IN ADHERING TO THESE RESTRICTIONS AND USING WATER WISELY.

Together, let's prioritize sustainability and conservation efforts as responsible stewards of our precious water resources.

Professor Agua



PROVIDING HELP FOR CUSTOMERS IN NEED

All residents should have access to clean, safe water, regardless of their financial situation. That's why IWA offers payment assistance for customers who are struggling to pay their water bills.

ASSISTANCE PROGRAMS



Help2Others assists eligible residential customers to avoid water service shut-offs from nonpayment by offering up to \$50 in bill credits twice a year.

Credits are available if the bill is in your name and for your primary residence. Household income is a qualifier. For more details and to apply, visit Inland SoCal United Way's website at inlandsocaluw.org/help2others. You can also call 760.323.2731, ext. 1200 or email water@iscuw.org.



IWA offers payment plans to help customers bring their accounts up to date. Please call Customer Service at 760.391.4038 to make arrangements before your bill is due. Office hours are Monday-Friday, 8 a.m. - 5 p.m. Closed on major holidays.

DONATE TODAY TO OFFER A HELPING HAND

You can contribute to and help someone pay their water bill - it's tax-deductible too! If you are able and want to help a neighbor, friend, or even a stranger in their time of need, donations to the Help2Others Assistance Program can be made through the Inland SoCal United Way. **Please visit inlandsocaluw.org/general-donation or call 760.323.2731, ext. 1200.**

