



WELCOME





SESSION 2:
DELIVERING SAFE, RELIABLE
WATER EVERY DAY





Ines Campos

JUNIOR WATER ENGINEER, INDIO WATER AUTHORITY



TODAY'S SESSION IS HOSTED BY
Indio Water Authority

- Formed in 2000 to serve the city of Indio
- Serves roughly 90,000 residents and businesses over 38 square miles
- Operates and maintains 7 storage tanks and 20 well sites



Source to Tap



How Drinking Water Reaches Your Home in the Coachella Valley



<https://vimeo.com/808564833>



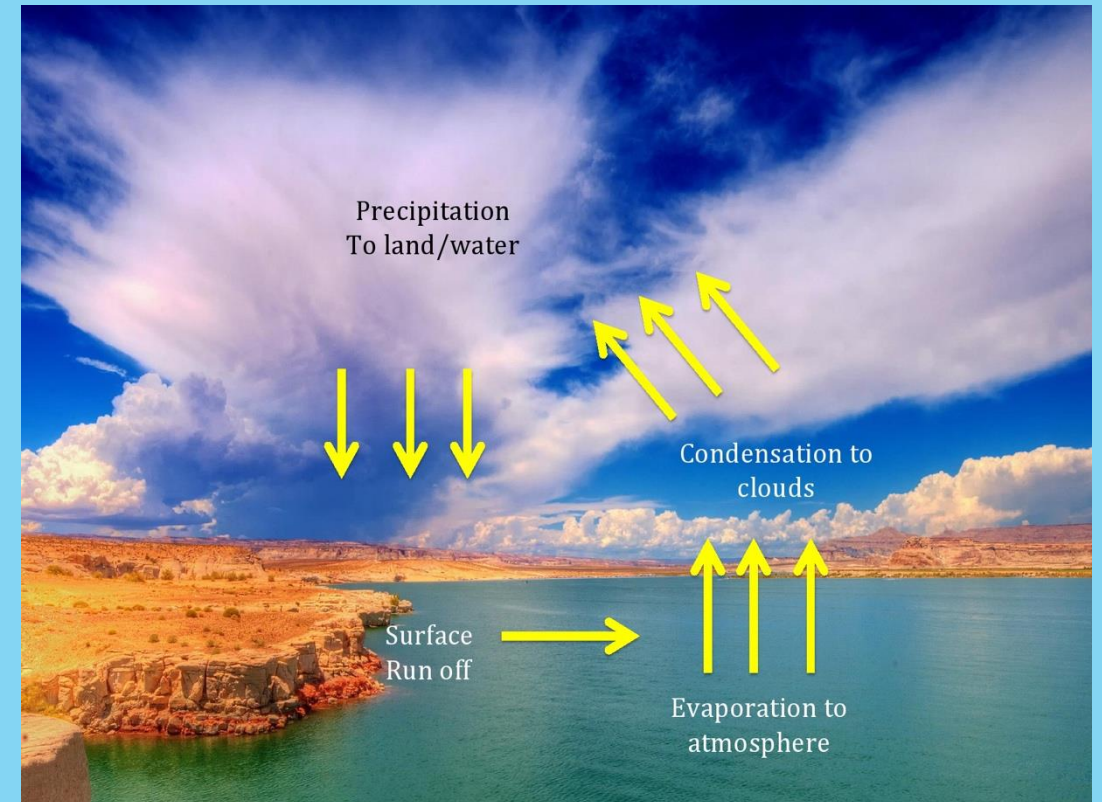
Where Our Water Comes From



Water Sources in the Coachella Valley

- ☑ Groundwater from underground aquifers (our primary source)
- ☑ Colorado River water (imported and blended in some areas)
- ☑ Recycled water (used for irrigation, not drinking)

Key Point: Water sources and systems vary by city and water provider.



How Water Gets to Your Tap

Infrastructure & Distribution Systems

- ☑ Wells and treatment facilities pump and clean the water
- ☑ Storage tanks and reservoirs hold water for daily use and emergencies
- ☑ Underground pipes deliver water to homes, schools, and businesses

Did You Know?

Thousands of miles of underground pipelines work 24/7 to deliver safe water.

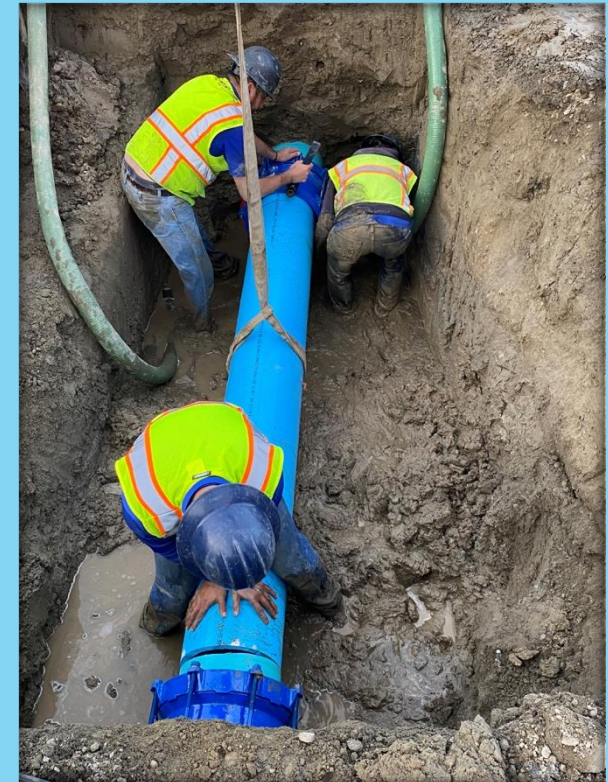


Operations & Maintenance



Keeping Water Safe and Reliable

- ☑ Daily water quality testing to meet state and federal standards
 - ☑ Routine maintenance of wells, pumps, tanks, and pipes
 - ☑ Upgrades and repairs to aging infrastructure
- ⚽ **Goal:** Provide clean, safe, and reliable water every day.



Emergency Response



Preparing for the Unexpected

☑ Power outages, earthquakes, pipeline breaks, or contamination events

☑ Backup power and emergency water supplies

☑ Trained staff available 24/7 to respond quickly

📢 **Public Role:** Follow water alerts and conservation requests during emergencies.



What You Can Do

How the Community Helps

- ☑ Use water efficiently and fix leaks promptly
- ☑ Stay informed about your local water provider
- ☑ Support long-term water reliability and conservation efforts
- ☑ Explore rebate programs available through your local water provider

HELPING YOU SAVE WATER AND MONEY IN YOUR HOME
IWA offers several rebate programs to help customers invest in upgrades that will save...

EMBRACING RESPONSIBLE WATER USE

DROP COUNTER APP
MAKES BILL PAYING & CONSERVATION EASY

IWA is pleased to announce the launch of a new bill payment option through Dropcounter, a free online portal that allows customers to monitor water use, receive leak alerts, access rebates, and more! Best of all, with the Dropcounter app, customers can pay their bill on their smartphone. With the ability to track water use from anywhere with an internet connection, customers are better equipped to recognize areas where they can conserve water and save money. Dropcounter also allows users to check for water shutdowns in their area and receive alerts about service disruptions.

It's never been easier to stay on top of water usage and bills!

Dropcounter - Online portal and smartphone app offers bill paying, water use monitoring and more.

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

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.

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.

Manually Enroll/Autopay - There's 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 enroll, call Customer Service at 760.391.4038. Then, visit our office to obtain the enrollment form and bring a voided check in the primary account holder's name.

TE TO A IG

help someone...
help a neighbor...
in their time...
Help2Others
made through...
rt. Please visit...
rt.org or...
x105.

mmi
Conserve





Ivan Monroy

ENVIRONMENTAL COMPLIANCE COORDINATOR,
COACHELLA VALLEY WATER DISTRICT





Danny Friend

DIRECTOR OF OPERATIONS, MISSION SPRINGS WATER DISTRICT





Rosalyn Prickett

MANAGING PRINCIPAL, WATER RESOURCES,
RINCON CONSULTANTS



FOG, Backflow and Cross-Connection





Regional and Long-Term Planning

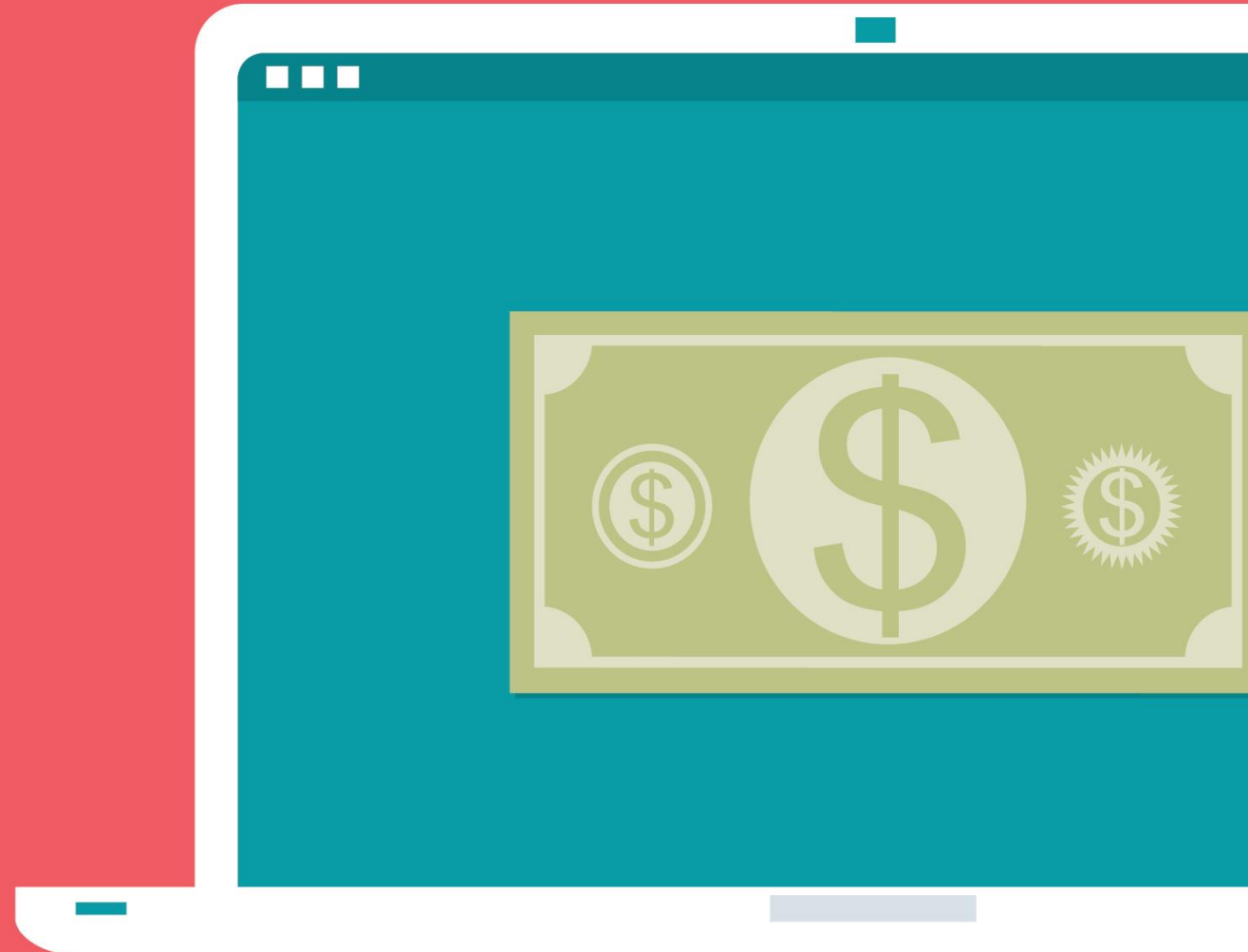


Live Water Wise

It's easy. Check with your water agency to see what rebates are available, to save water, money, and beautify your home!

CVWaterCounts.com.

Water
COUNTS



Live Water Wise

It's **easy**. Adjust sprinkler heads to not water sidewalks or streets.

CVWaterCounts.com.

Water
COUNTS





Live Water Wise

It's **easy**. Convert your front or back yard to drought-friendly landscaping and save on average 230 gallons per day.

CVWaterCounts.com.

Water
COUNTS

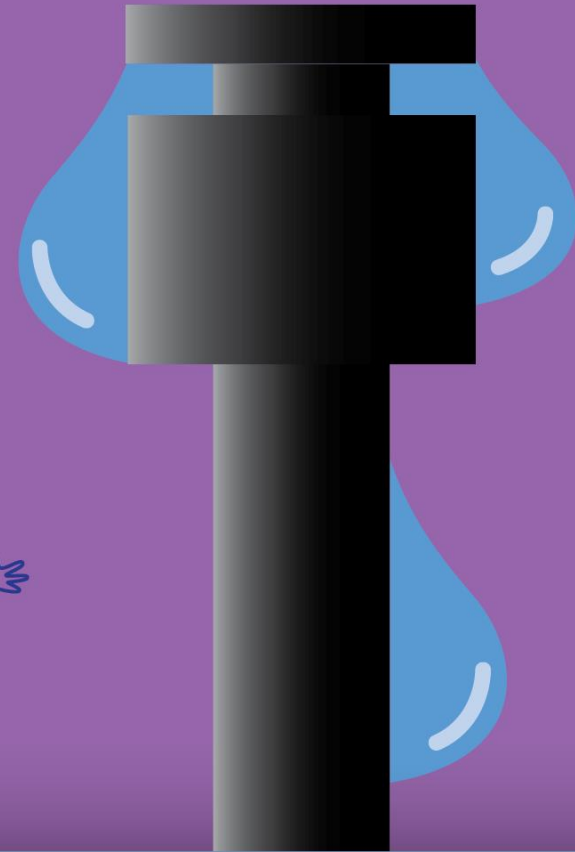


Live Water Wise

It's easy. Install a drip irrigation system.

CVWaterCounts.com.

Water
COUNTS





Live Water Wise

It's **easy**. Water your yard during non-daylight hours. More water will reach the roots, and less water will evaporate.

CVWaterCounts.com.

Water
COUNTS





Live Water Wise

It's easy. Repair drips and leaks. A leak as small as the tip of a pen can waste more than 200 gallons per day.

CVWaterCounts.com.

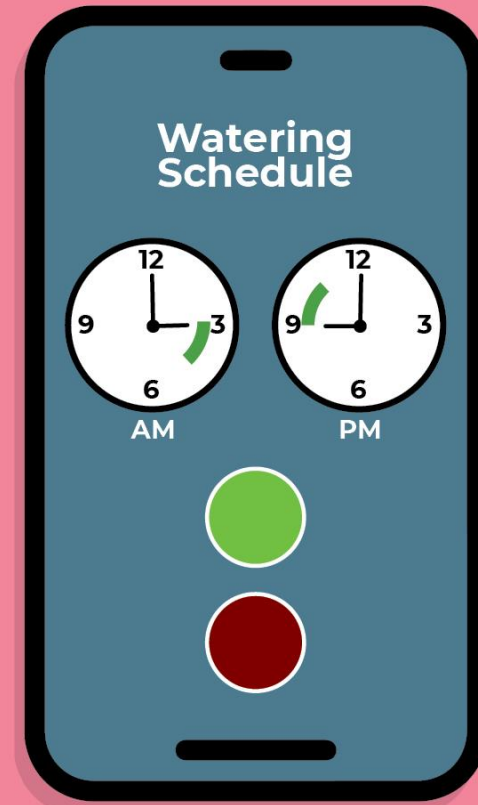
Water
COUNTS



Live Water Wise

It's easy. Install a smart controller, and save up to 15,000 gallons of water per year.

CVWaterCounts.com



Live Water Wise

It's easy. Use a broom instead of a hose to clean your patio, sidewalk and driveway, and save on average 6 gallons every minute.

CVWaterCounts.com

Water
COUNTS





Please watch for and
complete our survey.
Thank you!

