



NOTICE OF PUBLIC HEARING

Proposed Changes to Water Rate Structure and Charges

Date: Wednesday, May 7, 2025

Time: 5 p.m.

**Location: Indio City Council Chambers
150 Civic Center Mall, Indio, CA 92201**

IMPORTANT INFORMATION ABOUT YOUR WATER RATES

The City of Indio and Indio Water Authority (IWA) has long been committed to providing clean, reliable, and safe water to our community. For the past six years, we have maintained our water system without increasing customer rates, absorbing rising costs associated with regulatory compliance, infrastructure maintenance, and essential upgrades. To continue delivering high-quality service and ensure the long-term sustainability of our water system, the IWA City Council will conduct a public hearing to consider a schedule of rate adjustments over the next five years.



All property owners and customers of record whose parcels receive water from IWA are being issued this notice of public hearing. The proposed rate adjustments would apply to all such properties. Property owners and tenants directly responsible for paying water fees may submit a written protest to the proposed rate changes, with one protest counted per parcel. See "How to Participate" for more details.

Additional information about the proposed changes is available in this document and online at [xx](#).

Office Hours: Monday – Friday, 8 a.m. – 5 p.m.
760.391.4038 | indiowater.org

ABOUT INDIO WATER AUTHORITY

The Indio Water Authority (IWA) aims to provide the City's residents, visitors and businesses with safe and reliable water while ensuring the long-term viability of the City's water services for its users. The Authority provides approximately 6.3 billion gallons (19,566 acre-feet) annually to a service area of 38 square miles and 85,000 businesses and residents. IWA's service connections increased to approximately 25,000 in 2023, with most new growth occurring primarily north of Interstate 10. Residential Customers comprise 92 percent of the Authority's customer base and consume approximately 73 percent of the water produced annually by the Authority.

Where Does My Water Come From?

IWA's drinking water is derived exclusively from the lower Coachella Valley Groundwater Basin, or the Whitewater Aquifer, which lies roughly 300' to 1,300' below the ground surface in Indio.



FACTS & FIGURES



The average daily demand is **18 million gallons**



Average consumption totals approximately **170 gallons** per capita per day



IWA manages **347 miles of 18" and 24" transmission pipelines**



IWA monitors and maintains **3,729 fire hydrants, 7 storage tanks, 6 booster pump stations, and 20 well sites** to ensure reliable and uninterrupted water for customers

Why Have I Received This Notice?

You have received this notice because IWA is considering rate changes to your water service. Transparency is a top priority for IWA. Throughout this document and the public hearing, you will find the research, rationale, and support for the proposed water rate changes.

Why Change Our Water Rates?

The five-year schedule of rate changes funds critical capital improvements that make our water supply safer and more sustainable.



Supports a collaboration with Coachella Valley Water District (CVWD) to protect against stormwater and flood control



Helps fund the design of a project that will safeguard our water supply from Chromium-6, a carcinogenic chemical that can be found in drinking water



Designing the Chromium-6 project now positions it for grant funding in the future



Helps IWA maintain appropriate reserves over the next five years and cover its debts



The Authority has not raised its rates in more than six years

How Will This Impact My Bill?

As a government agency, IWA can only charge what it costs to provide water service. This means the customer will never pay more than their fair share of the service cost.

An independent cost of service study completed in xx evaluated the cost of providing water service to the community. This considered operations and maintenance, capital expenditures, reserves, and debt obligations.

Under the proposed water rate changes, the average IWA customer would see an increase of around **\$3 per month from fiscal year 2026 to 2029.**

These rate changes are critical to IWA's ability to provide stable, resilient service to its customers. The changes recover \$4 million in additional revenue over five years, which covers operations and maintenance, and fully fund \$25.8 million in critical capital projects over the next five years without incurring more debt. IWA will use rate stabilization reserves to mitigate the impact of the updated cost of service.

What Are Budget-Based Rates?

Budget-based rates consider your unique water needs and support efficient water use. Your water budget consists of two tiers.



Indoor Water Budget (Tier 1)

The monthly indoor water budget for IWA customers is equal to 47 gallons of water per person, per day. Indoor use accounts for approximately 40 percent of residential usage with the remaining water allocated for outdoor use.



Outdoor Water Budget (Tier 2)

Outdoor water budgets are calculated individually for all residential and large landscape customers.



Proposed Rate Structure

PROPOSED DEDICATED FIRE LINE FIXED CHARGES						
Connection Size	Current	Effective 7/1/2025	Effective 7/1/2026	Effective 1/1/2027	Effective 1/1/2028	Effective 1/1/2029
1"	\$10.00	\$3.79	\$3.98	\$4.18	\$4.39	\$4.61
1 1/2"	\$15.00	\$4.60	\$4.83	\$5.08	\$5.34	\$5.61
2"	\$20.00	\$5.41	\$5.69	\$5.98	\$6.28	\$6.60
3"	\$30.00	\$7.03	\$7.39	\$7.76	\$8.15	\$8.56
4"	\$40.00	\$8.65	\$9.09	\$9.55	\$10.03	\$10.54
6"	\$60.00	\$11.89	\$12.49	\$13.12	\$13.78	\$14.47
8"	\$80.00	\$15.13	\$15.89	\$16.69	\$17.53	\$18.41
10"	\$100.00	\$18.37	\$19.29	\$20.26	\$21.28	\$22.35

Proposed Rate Structure

PROPOSED MONTHLY FIXED CHARGES						
Meter Size	Current	Effective 7/1/2025	Effective 7/1/2026	Effective 1/1/2027	Effective 1/1/2028	Effective 1/1/2029
5/8"	\$21.16	\$16.14	\$16.95	\$17.80	\$18.69	\$19.63
3/4"	\$21.16	\$23.11	\$24.27	\$25.49	\$26.77	\$28.11
1"	\$52.90	\$37.08	\$38.94	\$40.89	\$42.94	\$45.09
1 1/2"	\$105.81	\$71.99	\$75.59	\$79.37	\$83.34	\$87.51
2"	\$169.26	\$113.87	\$119.57	\$125.55	\$131.83	\$138.43
3"	\$317.37	\$316.27	\$332.09	\$348.70	\$366.14	\$384.45
4"	\$528.96	\$700.19	\$735.20	\$771.96	\$810.56	\$851.09
6"	\$1,057.88	\$1,398.18	\$1,468.09	\$1,541.50	\$1,618.58	\$1,699.51
8"	\$1,691.61	\$2,794.19	\$2,933.90	\$3,080.60	\$3,234.63	\$3,396.37
10"	\$1,691.61	\$4,539.18	\$4,766.14	\$5,004.45	\$5,254.68	\$5,517.42
PROPOSED VARIABLE RATES						
Customer Class & Tier	Current	Rate (\$/CCF)				
		Effective 7/1/2025	Effective 7/1/2026	Effective 1/1/2027	Effective 1/1/2028	Effective 1/1/2029
Residential						
Tier 1	\$1.05	\$1.01	\$1.08	\$1.15	\$1.22	\$1.30
Tier 2	\$1.58	\$1.39	\$1.47	\$1.56	\$1.65	\$1.75
Tier 3	\$2.11	\$2.33	\$2.46	\$2.60	\$2.74	\$2.89
Tier 4	\$3.16	N/A	N/A	N/A	N/A	N/A
Tier 5	\$4.20	N/A	N/A	N/A	N/A	N/A
Non-Residential						
Tier 1	\$1.41	\$1.38	\$1.46	\$1.55	\$1.64	\$1.74
Tier 2	\$2.11	N/A	N/A	N/A	N/A	N/A
Tier 3	\$3.16	N/A	N/A	N/A	N/A	N/A
Tier 4	\$4.20	N/A	N/A	N/A	N/A	N/A
Irrigation						
Tier 1	\$1.41	\$1.30	\$1.38	\$1.46	\$1.55	\$1.64
Tier 2	\$2.11	\$2.04	\$2.16	\$2.28	\$2.41	\$2.55
Tier 3	\$3.16	N/A	N/A	N/A	N/A	N/A
Tier 4	\$4.20	N/A	N/A	N/A	N/A	N/A
PROPOSED REPLENISHMENT ASSESSMENT						
Customer Class & Tier	Current	Rate (\$/CCF)				
		Effective 7/1/2025	Effective 7/1/2026	Effective 1/1/2027	Effective 1/1/2028	Effective 1/1/2029
All Customer Classes	\$0.18	\$0.20	\$0.20	\$0.20	\$0.20	\$0.20

How Your Water Budget is Calculated

Your residential water budget is based on several key factors. These include:

Indoor Water Budget (Tier 1)

- Number of people per household
 - » Defaults:
 - Single-family home - 4
 - Multi-family home - 3
 - Senior community homes - 2
- Average per-person water use
 - 47 gallons per person per day

Outdoor Water Budget (Tier 2)

- Landscape area
 - » 45% of lot/parcel size
- Daily weather data
- Local plant water needs
- Watering efficiency rates
- Evapotranspiration



Total Water Budget

The water allocated in your Indoor Budget is delivered at the Tier 1 rate of \$0.77. Water allocated in your Outdoor Budget is delivered at the Tier 2 rate of \$1.16. The sum of your Indoor and Outdoor Budget makes up your Total Water Budget. If you don't use all the allotted water in your budget, you will only be charged for what you use.



Additional Water Use



Any water use beyond your Total Water Budget (TWB) will be charged at higher rates. Residential overages will be billed at the Tier 3 rate of \$2.53 per ccf. Non-residential overages will be charged a flat rate of \$1.58 per ccf. Irrigation overages will be billed at the Tier 2 rate of \$2.24 per ccf..

(Example: If your Total Water Budget is 30 ccf, any water used beyond that will be charged at \$2.53 per ccf.)

Adjusting Your Water Budget

Your water budget should reflect your water needs. IWA can adjust your water budget if your lot size or default number of people per household is incorrect through a variance form. IWA will also consider special circumstances for those who require a larger water budget. Documentation may be required during the variance process. Call IWA at 760-391-4038 for more information.

Rebates and Programs to Save Money on Your Water Bill

IWA offers several rebates, programs and resources to help its customers save money on their water bills. These include turf replacement rebates for desert-friendly landscaping, rebates for replacing inefficient irrigation systems, and rebates for replacing water-wasting appliances.

Applications are available at www.indio.org/departments/indio-water-authority/water-conservation/landscape-water-conservation-rebates.

For more information, please contact the IWA Conservation Office at (442) 400-5205 or email iwaconserve@indio.org.



Turf removal is one of the most effective ways to reduce water demand and protect our precious groundwater. Residential customers who replace turf with desert-friendly landscaping receive \$2 per square foot (SF) of grass removed, without planting a tree, up to a maximum of 10,000 SF. Plant one new native tree for every 250 SF of turf removed and receive \$3 per SF, up to a maximum of 10,000 SF.



Commercial customers who replace turf with desert-friendly landscaping receive \$2 per SF of grass removed, up to a maximum of 30,000 SF.



Irrigation efficiency is vital to our conservation efforts. Customers with above-ground upgrades such as smart nozzles, drip irrigation, pressure compensating bubblers, smart irrigation controllers, and pressure regulators can get up to \$750 for residents or \$1,500 for commercial accounts.



Safeguard water resources by replacing inefficient appliances. Purchase a new water-efficient washer with a water factor of six or lower and qualify for a \$150 rebate.



New, low-flow toilet models use less water with each flush. Purchase a new, low-flow toilet that uses 1.28 gallons or less per flush and you can get up to a \$150 rebate. The toilet replaced must use 1.6 gallons per flush or higher. Commercial customers, apartments, and hotels are handled on a case-by-case basis.

HELP2OTHERS PAYMENT ASSISTANCE PROGRAM

for Eligible Customers



If you are having difficulty paying your water bill on time, the Help2Others (H2O) program can help. Eligible residential customers can avoid water service shut-offs due to non-payment of amounts owed to their water department. Learn more at inlandsocaluw.org/help2others.

For additional assistance, please contact IWA Customer Service at 760-391-4038 or email iwa@indio.org for alternative payment arrangements.



How to Participate

You are welcome to participate throughout this process by offering feedback, submitting a written protest, and attending the public hearing. To participate, you can:



CALL OR LOG ON – Find additional information about the proposed water rate changes on our website at [xx](#). To ask further questions or offer comments, please contact us at [xx](#).



WRITE – Written protests may be mailed or delivered in person to the City Clerk at 100 Civic Center Mall, Indio, CA 92201. All protests must be received at IWA or the City Council Chambers before the close of the public hearing on [xx](#). Written protests will be counted to determine whether a majority protest exists only if they are received before the conclusion of the public hearing. Written protests must specify the rate or charge being protested and must include your name, parcel number or service address, a statement of protest (“I/we protest” will suffice), and your signature. The letter should be addressed to the attention of the City Clerk. Only one written protest will be considered per parcel.



ATTEND THE PUBLIC HEARING – Community members are welcome to attend the public hearing regarding the proposed water rate changes.

Date: May 7, 2025 | Time: 5 p.m.

Location: Indio City Council Chambers
150 Civic Center Mall, Indio, CA 92201

PUBLIC HEARING PROCESS – At the time of the public hearing, the City Council will hear and consider all protests and objections to the proposed increases. Oral comments are not counted toward a majority protest. Upon conclusion of the hearing, the City Council will evaluate the protests and consider adopting the proposed water rates. If written protests against the proposed water rates as outlined above are not presented by owners or customers representing a majority of the identified parcels upon which the water rates are proposed to be imposed, the City Council may adopt the proposed water rates. If adopted as proposed, the proposed water rates would become effective [xx](#).

A copy of the proposed ordinance, a copy of the independent cost of service study, a bill estimator, a copy of this notice, and the agency's current rates are available at [xx](#) and will be available at the agency offices at 83101 Avenue 45, Indio, CA 92201.

Spanish

Spanish





Indio Water Authority
83101 Avenue 45
Indio, CA 92201

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