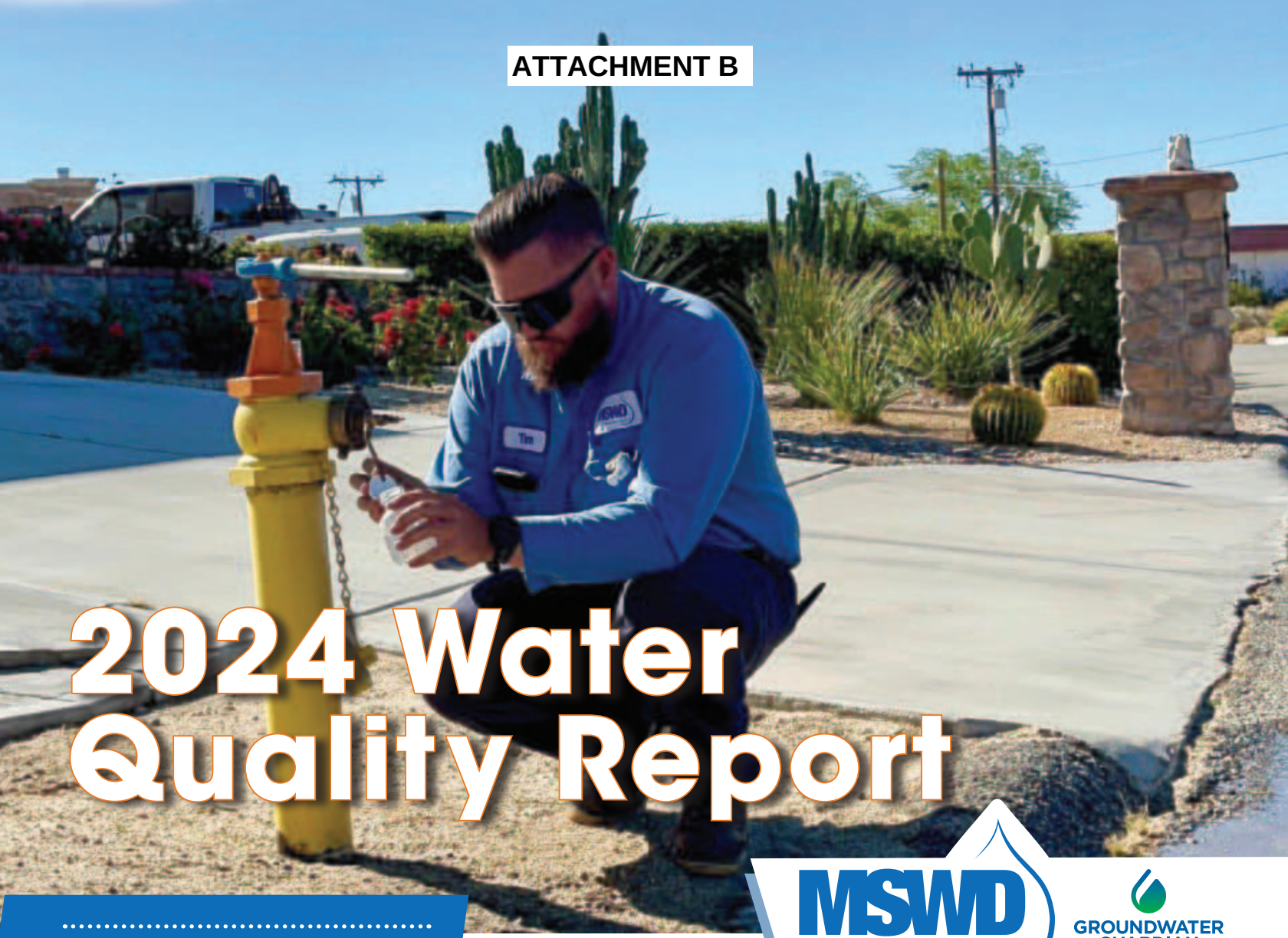
ATTACHMENT B



2024 Water Quality Report

MSWD Mission Springs Water District

GROUNDWATER GUARDIAN
A program of The Groundwater Foundation

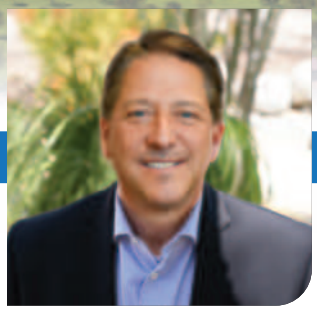
IN THIS ISSUE

Published July 2025

Know Your Water

Mission Springs Water District is committed to providing detailed information about the quality of your drinking water. This annual report includes helpful information about where your drinking water comes from, how we make it safe for use, the constituents found in your drinking water, and how the water quality compares with regulatory standards. **We are pleased to report that in 2024, water quality across the district met or exceeded all federal and state drinking water standards.** MSWD's Water Production Team tests water daily, and as many as **5,500 tests/analyses** are performed each year. With this in mind, we remain dedicated to providing a reliable supply of high-quality drinking water for a reasonable cost.

For more information or questions regarding this report, please contact Marion Champion at 760-329-6448, ext. 145, or by email at mchampion@mswd.org



BUILDING A BETTER FUTURE, ONE DROP AT A TIME

Letter from the General Manager

Mission Springs Water District takes great pride in delivering safe, reliable, and high-quality water. All of us at MSWD are pleased to share this year's Water Quality Report, which reflects an ongoing commitment to transparency, environmental stewardship, and long-term financial strength.

MSWD's approach focuses on providing water and wastewater services while maintaining current infrastructure and planning for the future in the most cost-effective way.

An example of this is the new Nancy Wright Regional Water Reclamation Facility. One of the most significant projects ever completed by the district, this state-of-the-art wastewater treatment plant helps protect our groundwater quality and adds capacity that will serve our community for decades to come.

Successful projects are no accident. They are the result of careful planning. Earlier this year, we updated the Water and Wastewater Master Plans, which provide a roadmap to guide infrastructure decisions through 2045. We have also made significant progress on actions outlined in the district's Strategic Plan, which was adopted in the Spring of 2024.

MSWD remains focused on seven core goals:

- **Enhancing customer communications**
- **Increasing water supplies**
- **Strengthening finances**
- **Ensuring system reliability**
- **Promoting environmental sustainability**
- **Advancing technology and processes**
- **Fostering workforce excellence**

We are nearing completion of a Long-Range Financial Plan, which will serve as a guide to the district as we manage income and expenses. This comprehensive document reviews current rates and reserves, evaluates existing debt structures, and considers other outside factors that could impact future finances. The plan also relies on customer input, and we will offer opportunities to provide feedback during public hearings later this fall.

MSWD recently revised its procurement process by adding a service called OpenGov, which will improve transparency and efficiency while reducing costs.

MSWD customers can also feel confident in the high level of service provided, day in and day out. Our focus on excellence has gained recognition far beyond the Desert Hot Springs area.

HERE ARE A FEW NOTABLE ACHIEVEMENTS AND HONORS THE DISTRICT RECEIVED IN THE PAST YEAR:

California Special District Leadership Foundation
- District of Distinction Gold
- District Transparency Certificate of Excellence

Government Finance Officers Association
- Distinguished Budget Presentation Award
- Certificate of Achievement for Excellence in Financial Reporting

California Water Environment Association
- Community Engagement & Outreach Program of the Year

National Clay Pipe Institute
- Award of Merit

35th Annual Berkeley Springs International Water Tasting
- Bronze Medal

The Berkeley Springs award marks our 11th honor for water quality since 1997, solidifying MSWD as the most awarded water agency for taste in the world. While the water we provide tastes great, MSWD also works to ensure it is of high quality. This requires us to keep up with new technology and ever-changing state and federal regulations.

New state standards for chromium-6 will require MSWD to treat some of our wells for this naturally occurring substance in the coming years. MSWD has developed a Compliance Plan and has held multiple community meetings in the past year. Recordings of these meetings and more information can be found on our website at ***mswd.org/waterquality***.

Whether through major projects such as the Nancy Wright Regional Water Reclamation Facility or simple opportunities to save a few dollars, MSWD remains committed to providing outstanding value to our customers by delivering quality service now and into the future.

Brian Macy, General Manager

WaterMatters

PROGRESS REPORT: OUR STRATEGIC PLAN IN ACTION

MSWD stands ready to serve our customers for decades to come. The Board of Directors adopted the 2024 Strategic Plan, a comprehensive framework outlining the long-term vision for the district's future. At the core of this plan are seven SMART goals: Specific, Measurable, Achievable, Realistic, and Timely. These goals shape the district's priorities and provide clear direction for continued progress.

Below are some highlights of the advancements made toward each of these goals in the past year:

ENHANCED CUSTOMER COMMUNICATIONS

- Published our newsletter monthly instead of quarterly
- Increased engagement on social media platforms
- Added a dedicated Water Quality section to our website
- Conducted monthly Water Talks as part of the Water 101 initiative
- Facilitated multiple public workshops focused on chromium-6

IMPROVED WATER QUALITY AND SUPPLY

- Developed our Chromium-6 MCL Compliance Plan and integrated it into both the Long-Range Financial Master Plan and Water Master Plan
- Continued work toward meeting statewide water use reduction targets
- Introduced enhanced rebate options to help customers save water and money

CONTINUED SYSTEM RELIABILITY

- Updated our Water and Wastewater Master Plans
- Created a new GIS position to revamp our water and sewer mapping systems
- Streamlined operations and implemented several time saving initiatives
- Made progress on several well rehab initiatives

SOUND FINANCIAL MANAGEMENT

- Drafted our Long-Range Financial Plan with public hearings planned later this year to engage customers in the process
- Received Government Finance Officers Association awards for transparency and budgeting
- Earned multiple California Special Districts Association transparency awards
- Revised its procurement process, using an online web-based service called OpenGov enhancing transparency

ENVIRONMENTAL SUSTAINABILITY

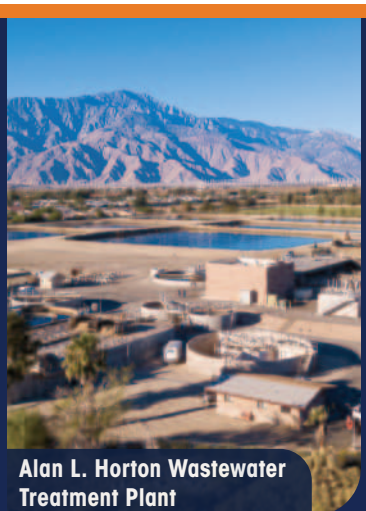
- Approved a project to install an additional 4 megawatts of solar, which is expected to save as much as $13 million in energy costs over the next 25 years

IMPROVED TECHNOLOGY & PROCESSES

- Adopted a new administrative code consolidating more than 70 years of ordinances and resolutions into a searchable directory on our website
- Transitioned many paper forms to digital formats

ACHIEVING WORKFORCE EXCELLENCE

- Incorporated new shared values into our Strategic Plan and employee evaluation process
- Launched a new intranet platform to centralize staff resources and improve communications
- Created a REAL Academy Internship program for DHS High School students



Alan L. Horton Wastewater Treatment Plant

HELP SHAPE THE FUTURE OF MSWD

Ever wonder who guides the direction of Mission Springs Water District? The district is governed by a five-member Board of Directors. They serve staggered 4-year terms to ensure continuity and governance stability. The Board meets on the third Monday of each month, with an additional meeting on the Thursday prior at 3 p.m. They also host monthly workshops where they take a deeper dive into issues shaping the water industry. You can view the full meeting schedule online at ***MSWD.org/meetings***. Meeting agendas and packets are posted 24 to 72 hours in advance in compliance with the California Brown Act.

WE INVITE YOU TO JOIN THE CONVERSATION by attending a Board meeting, where you can share your thoughts and feedback on the district's future. If you cannot attend in person, you can watch the live broadcast on Zoom or catch up on previous meetings through MSWD's YouTube channel at MSWD.org/YouTube. For additional information, feel free to reach out via email at **board@mswd.org**.

MSWD'S REGIONAL WATER RECLAMATION FACILITY OPENS ITS DOORS

Thanks to a new water reclamation treatment plant, MSWD will be able to treat wastewater for decades to come. This project was almost entirely funded by a $68 million state grant, the third-largest wastewater grant ever issued by California. By leveraging state resources, MSWD reinforces its commitment to fiscal responsibility while saving money for our ratepayers.

Following more than two years of construction, the Nancy Wright Regional Water Reclamation Facility (NWRWRF) began operations earlier this year. The plant helps secure a sustainable groundwater future for the Coachella Valley. Along with the completion of the Regional Conveyance Line, this is the largest project ever completed by the district.

The final phase of this project will be the M2 Septic-to-Sewer conversion. This will move approximately 700 homes currently using septic tanks to connect to the MSWD wastewater system. Agreements with the state are still being finalized, with the project expected to go out to bid in the next few months and construction likely to begin by the end of 2025.

In the future, MSWD plans to upgrade the NWRWRF to include the capability of producing recycled water, providing a valuable alternative supply as the region continues to adopt more sustainable practices. The district intends to pursue additional state grants to fund the upgrade. The facility was designed with this forward-looking approach in mind, allowing its existing site to accommodate the planned upgrades.

The NWRWRF represents a significant step forward bringing sewer access to more residents and businesses. With a major regional Amazon facility nearing completion, the availability of sewer infrastructure is expected to support and accelerate future growth throughout the area.

Learn more about this facility at ***mswd.org/mswd/page/regional-water-reclamation-facility***

MISSION SPRINGS WATER DISTRICT'S

NANCY WRIGHT REGIONAL WATER

RECLAMATION

FACILITY

MSWD Mission Springs Water District

GROUNDWATER GUARDIAN

BEHIND THE SCENES WITH MSWD

Are you interested in touring MSWD's water and wastewater facilities? You're in luck! MSWD has resumed its public infrastructure tours. Participants will have the opportunity to tour multiple MSWD facilities and learn about the journey of water from source to tap and see firsthand how wastewater is treated and returned to the environment safely. These guided tours aim to educate the public on water conservation, sustainability, and the technology that keeps our systems running efficiently.

Stay tuned as additional tour dates for the fall will be announced in August. MSWD also offers tours, public speakers, and educational events for schools and special interest groups. To request a tour for your group, contact **publicaffairs@mswd.org**.

AVOID SURPRISES – TAKE CONTROL OF YOUR WATER USAGE

Leaks may seem minor at first, but they can quickly lead to significant water waste, a high bill, and costly repairs if left unaddressed. MSWD's online customer portal is more than just a convenient way to view and pay your bill. The portal provides detailed insights on your daily water use and has a variety of leak alert settings.

Sign up today at ***mswd.org/CustomerConnect***

GROWING OUR OWN

MSWD looks for opportunities to invest in the future. That's why the district is partnering with the Desert Hot Springs High School Renewable Energy Academy of Learning (REAL) to offer an internship program for local students. The program provides hands-on experience across several departments, including wastewater and collections, GIS, construction and maintenance, water production, accounting, customer service, and public affairs.

Launched in early 2024, the program has proven highly successful. Throughout 2024, 12 students completed the internship. One of the first participants, Jeremy Minjarez, was recognized with the CORBS CWEA Outstanding Young Professional Award for his exceptional performance and commitment during his time with the district.

This strong momentum has continued into 2025, with 12 students enrolled in the spring session, already matching last year's total. MSWD remains committed to supporting career development and inspiring the next generation of water professionals throughout the region.

INVESTING IN WATER RESOURCES

To keep costs down for customers, MSWD continuously works to maintain and extend the life of our infrastructure when it makes the most financial sense. This system includes over 1.25 million feet of pipelines, 13 water wells, an ion exchange treatment process, and 24 reservoirs. As part of our ongoing Capital Improvement Plan, a refurbishment of Well 34 was successfully completed in February 2025, and progress continues on a similar Well 22 renovation project. Construction of two new wells, 35 which is developer-funded, and 42 are both progressing. Those projects are expected to be completed by the end of the year.

These projects are crucial for ensuring a reliable water supply for our community. The refurbishment and construction of new wells help to maintain and enhance the infrastructure, which is vital for meeting current and future water demands, improving water quality, and supporting sustainable growth.

Every one of our 24 water reservoirs receives a full inspection and treatment at least once every five years. This process includes replacing worn components, and upgrading outdated equipment. Construction of our 25th reservoir is underway and will help expand our overall water storage capacity.

Increasing well and reservoir capacity helps MSWD meet future water demand

The *Best-Tasting* Water in the World

MSWD
Mission Springs Water District

Value is our Mission

At MSWD, we take pride in every drop. We are committed to delivering delicious, safe, and reliable water straight to your tap. It is so good that it has been awarded the best-tasting water in the world, **winning gold three times**!

MSWD recently earned the bronze medal at the 35th Annual Berkeley Springs International Water Tasting, bringing our total to **11 awards** since we began competing in 1997. That makes us the **most awarded water agency in the world for taste**.

Bronze Medal – 2025
Bronze Medal – 2022
Gold Medal – 2020
Bronze Medal – 2018
Silver Medal – 2011
Silver Medal – 2008
Gold Medal – 2004
Bronze Medal – 2003
Silver Medal – 2001
Gold Medal – 1999
Silver Medal – 1997

A reservoir stores water above the Mission Lakes Country Club

WHERE DOES OUR AWARD-WINNING WATER COME FROM?

MSWD relies on groundwater for 100% of its water supply. For the Desert Hot Springs area, the Mission Creek Subbasin provides the majority of the drinking water supply. Eight water wells within the Mission Creek Subbasin, three within the Indio Subbasin, and two within the San Gorgonio Pass Subbasin provide water to the District's distribution system.

Two Bunch Palms Reservoirs

HOW DOES THE WATER TASTING WORK?

Most people have never heard of the Berkeley Springs International Water Tasting. Sometimes called the "Oscars of Water," this prestigious annual event brings together water enthusiasts, experts, and judges in West Virginia to sample and award the best-tasting water from providers around the world.

The judges sample entries across several categories, including municipal tap water, purified water, sparkling water, and bottled water. Each sample is evaluated based on appearance, odor, taste, mouthfeel and aftertaste.

MSWD has proudly competed in the municipal tap water category every year since 1997. We have earned three gold medals, four silver medals, and four bronze medals, which is a testament to our dedication and the consistent quality of our drinking water.

Each year, we fill two half-gallon bottles and ship it to Berkeley Springs, timing it as close to the event as possible to preserve its freshness.

The competition shines a spotlight on water quality and celebrates an essential resource that is often taken for granted. It also highlights the dedication of water providers worldwide who work tirelessly to ensure safe, reliable, and great-tasting water for their communities.

Find out more at ***mswd.org/awards***

Collecting a sample for the Berkeley Springs International Water Tasting

REGULATORY UPDATES AND WHAT THEY MEAN FOR YOUR WATER

Because Water Quality Matters

At MSWD, we are committed to delivering clean, safe, and great-tasting water to our customers every day. As California adopts stricter regulations around the allowable levels of specific contaminants in drinking water, district staff have been working proactively to stay ahead of these changes. While none of the new standards are expected to affect our ability to continue providing high-quality water, we believe it's important to keep you informed about what's happening and what we're doing to stay prepared.

Chromium-6

In 2024, the California State Water Resources Control Board set a new maximum contaminant level (MCL) of 10 parts per billion (ppb) for hexavalent chromium, also known as chromium-6, in drinking water. Found naturally throughout the Coachella Valley in rocks, soil, and water, chromium-6 can enter groundwater through both natural erosion and certain industrial processes. Although MSWD already meets all state and federal water quality standards, we have been proactively studying chromium-6 for more than a decade. While the majority of our wells fall below the newly adopted limit, we have temporarily taken four wells offline (without affecting system capacity) as we prepare for future treatment upgrades. These improvements are part of our chromium-6 compliance plan, which will be shared publicly once finalized. In the meantime, we remain committed to transparency and will continue meeting all state monitoring requirements as we progress with this important work.

For more information on these constituents, please visit mswd.org/waterquality

PFAS

In April 2024, the U.S. Environmental Protection Agency (U.S. EPA) announced new limits on the levels of PFAS permissible in water supplies. PFAS, or per- and polyfluoroalkyl substances, are a series of durable chemical compounds. Because these chemicals have strong bonds, they are used for firefighting foams, waterproofing, stain-resistant items, non-stick cookware, fast-food wrappers, and takeout containers. Preliminary MSWD testing has shown PFAS levels are below the new, stricter water quality standards, and no current treatment is needed. We will continue to test and monitor water supplies to verify the safety of your water.

Lead & Copper Rule

In 2021, the U.S. EPA updated its Lead and Copper Rule (LCR) better to protect children and communities from lead in drinking water. Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Mission Springs Water District is responsible for providing high-quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter certified by an American National Standards Institute-accredited certifier to reduce lead is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure it is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling does not remove lead from water.

Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, or doing laundry or a load of dishes. If you have a lead or galvanized service line requiring replacement, you may need to flush your pipes for a longer period. If you are concerned about lead and wish to have your water tested, contact Mission Springs Water District at (760) 329-6448 or ***customerservice@mswd.org***. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at ***epa. gov/safewater/lead***.

Starting in October 2024, all water providers were required to complete a service line inventory (the pipes that connect your home to the main water system), make it available to the public online, and notify customers if lead levels exceed EPA action thresholds. MSWD has completed our inventory, and we are pleased to report that no lead service lines were found in our system. For more information and to view our current service line inventory, visit our website or scan the QR code on the right: ***mswd.org/leadandcopper***

What is in my drinking water?

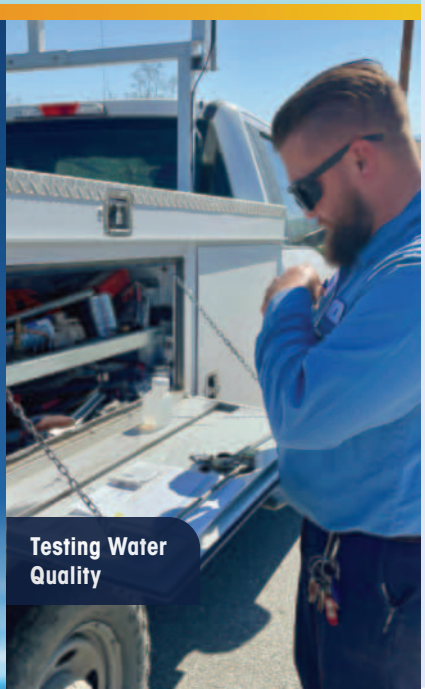
Your drinking water is tested by certified professional water system operators and laboratories to ensure its safety. The chart in this report shows the average and range of concentrations of the constituents detected in tests of your drinking water during 2024 or from the most recent tests. The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than 1 year old. The chart lists all the contaminants detected in your drinking water that have federal and state drinking water standards. Detected unregulated contaminants of interest are also included.

Drinking Water Assessment

Source water assessments for the district's wells were completed by May 2007, as required by law. The assessments indicated that the wells are not being impacted by surface development.

Although no man-made contaminants have been detected, the Source Water Assessments found that septic systems, illegal dumping, and chemical/petroleum lines are potential sources of contamination.

Assessment reports are available for review at MSWD's Administrative Offices located at 66575 Second Street in Desert Hot Springs.



Testing Water Quality

Sources of Drinking Water and Contaminants That May Be Present in Source Water

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.

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 result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

PESTICIDES AND HERBICIDES, which may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses.

RADIOACTIVE CONTAMINANTS, which can be naturally occurring or can be the result of oil and gas production and mining activities.

ORGANIC CHEMICAL CONTAMINANTS, including synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, and can also come from gasoline stations, urban stormwater runoff, agricultural application, and septic systems.

ABOUT YOUR DRINKING WATER QUALITY

To ensure that tap water is safe to drink, the United States 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. 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. Drinking water standards established by U.S. EPA and DDW set limits for substances that may affect consumer health or aesthetic qualities of drinking water. The chart in this report shows the following types of water quality standards:

- **Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the Public Health Goals (PHGs) or Maximum Contaminant Level Goals (MCLGs) as is economically and technologically feasible.
- **Secondary MCLs:** are set to protect the odor, taste, and appearance of drinking water.
- **Maximum Residual Disinfectant Level (MRDL):** 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.
- **Primary Drinking Water Standard (PDWS):** MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements and water treatment requirements.
- **Regulatory Action Level (AL):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements that a water system must follow.
- **Notification Level (NL):** An advisory level which, if exceeded, requires the drinking water system to notify the governing body of the local agency in which users of the drinking water reside (i.e. city council/county board of supervisors).

In addition to mandatory water quality standards, U.S. EPA and DDW have set voluntary water quality goals for some contaminants. Water quality goals are often set at such low levels that they are not achievable in practice and are not directly measurable. Nevertheless, these goals provide useful guideposts and direction for water management practices. The chart in this report includes three types of water quality goals:

- **Maximum Contaminant Level Goal (MCLG): 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.**
- **Maximum Residual Disinfectant Level Goal (MRDLG): 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.**
- **Public Health Goal (PHG): 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 Environmental Protection Agency.**

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. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at: **1-800-426-4791**.

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 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 at: **1-800-426-4791**.

2024 WATER SAMPLE RESULTS

REGULATED SUBSTANCES

				MISSION SPRINGS W.D. PWS: CA3310008			WEST PALM SPRINGS VILLAGE PWS: CA3310078			PALM SPRINGS CREST PWS: CA3310081				
ANALYTE	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Arsenic	ug/L	10	0.004	2024*	ND	ND	2023	ND	ND	2023	ND	ND	No	Erosion of natural deposits: glass/electronics production waste
Fluoride	mg/L	2	1	2024*	0.46 - 0.85	0.60	2023	0.73 - 0.82	0.81	2023	1.30	1.30	No	Erosion of natural deposits
Gross Alpha Particle Activity	pCi/L	15	0	2024*	ND - 9.70	4.27	2024*	ND	0.00	2023	3.50 - 4.10	3.72	No	
Nitrate (N)	mg/L	10	10	2024	ND - 1.40	0.78	2024	1.80 - 2.80	2.66	2024	0.67 - 1.10	1.13	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Radium-226	pCi/L	Combined MCL = 5	0.019	2024*	ND - 1.26	0.72	2024*	0.42 - 0.79	0.56	2024	ND - 0.72	0.57	No	Erosion of natural deposits
Radium-228	pCi/L		0.019	2024*	ND - 2.31	1.05	2024*	0.54 - 2.59	1.46	2024	ND - 1.86	0.39	No	
Total Chromium	ug/L	50	0.02	2024*	ND - 17	10.06	2024	ND	ND	2024	ND	ND	No	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities, erosion of natural deposits
Uranium	pCi/L	20	0.43	2024*	1.80 - 15	6.43	2024	ND - 4.30	3.85	2023	3.90 - 4.60	4.45	No	Erosion of natural deposits

SECONDARY STANDARDS

				MISSION SPRINGS W.D. PWS: CA3310008			WEST PALM SPRINGS VILLAGE PWS: CA3310078			PALM SPRINGS CREST PWS: CA3310081				
ANALYTE	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Chloride	mg/L	500	NS	2024*	3.60 - 86	18.13	2023	15 - 28	16.98	2023	6.90 - 9.20	7.35	No	Runoff/leaching from natural deposits
Color	Color Units	NA	NA	2024	ND - 7.5	0.04	2024	ND	ND	2024	ND	ND	No	
Iron	ug/L	NA	NA	2024*	ND - 250	27.70	2024	ND	ND	2024	ND	ND	No	Erosion of natural deposits
Odor-Threshold	TON	3	NS	2024	1	1	2024	1.0 - 2.0	1.08	2024	1	1	No	Naturally occurring organic materials
Specific Conductance	uS/cm	1,600	NS	2024*	340 - 1000	646.12	2023	470 - 650	497.35	2023	420 - 450	425.92	No	Substances that form ions in water
Sulfate	mg/L	500	NS	2024*	30 - 330	166.47	2024	24 - 68	28.56	2024	14 - 19	17.95	No	Runoff/leaching from natural deposits and industrial wastes
Total Dissolved Solids	mg/L	1,000	NS	2023	190 - 690	407.82	2023	260 - 400	281.27	2023	230 - 250	233.95	No	Runoff/leaching from natural deposits
Turbidity	NTU	5	NS	2024	ND - 0.95	0.26	2024	ND - 1.00	0.34	2024	ND - 0.52	0.29	No	Soil runoff
Zinc	ug/L	5	NS	2024*	ND	ND	2023	ND	ND	2023	ND	ND	No	Runoff/leaching from natural deposits

* The year sampled may include samples prior to 2024 based on the monitoring schedule per State Water Resources Control Board.

Notes

AL = Action Level

DLR = Detection Limit for Purposes of Reporting

MCL = Maximum Contaminant Level

MCLG = Maximum Contaminant Level Goal

mg/l = parts per million or milligrams per liter

ng/l = parts per trillion or nanograms per liter

MRDL = Maximum Residual Disinfectant Level

MRDLG = Maximum Residual Disinfectant Level Goal

NA = No Applicable Limit

ND = Not Detected at DLR

NL = Notification Level

NS = No Standard

TON = Threshold Odor Number

NTU = Nephelometric Turbidity Units

pCi/l = picoCuries per liter

PHG = Public Health Goal

µg/l = parts per billion or micrograms per liter

µS/cm = microsiemens per centimeter

2024 WATER SAMPLE RESULTS

UNREGULATED SUBSTANCES

				MISSION SPRINGS W.D. PWS: CA3310008			WEST PALM SPRINGS VILLAGE PWS: CA3310078			PALM SPRINGS CREST PWS: CA3310081				
ANALYTE	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	YEAR SAMPLED	RANGE	AVERAGE	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Alkalinity	mg/L	NA	NA	2024*	76 - 170	129.22	2023	190 - 220	194.56	2023	180 - 200	183.95	No	Naturally occurring from runoff/leaching of rocks that contain carbonate, bicarbonate, and hydroxide compounds
Bicarbonate	mg/L	NA	NA	2024*	94 - 200	159.19	2023	230-270	236.08	2023	220-250	225.92	No	Runoff/leaching from landfills and other sites where alkaline or basic chemicals have been dumped
Boron	ug/L	1000	NA	2024*	ND - 110	18.07	2023	ND	ND	2023	ND	ND	No	Runoff/leaching from natural deposits
Calcium	mg/L	NA	NA	2024*	26 - 99	51.79	2023	60 - 68	61.22	2023	53 - 56	53.59	No	
Hardness	mg/L	NA	NA	2024*	79 - 340	166.25	2024	210 - 270	216.22	2024	190 - 200	192.11	No	
Magnesium	mg/L	NA	NA	2024*	3.40 - 23	11.23	2024	13 - 23	14.04	2024	13.00	13.00	No	Erosion of natural deposits
Potassium	mg/L	NA	NA	2024*	4.70 - 11	7.03	2023	3.60 - 7.10	4.13	2023	3.40 - 3.90	3.80	No	Runoff/leaching from natural deposits
Sodium	mg/L	NA	NA	2024*	42 - 110	64.39	2023	21 - 33	22.82	2023	17- 23	18.18	No	
Vanadium	ug/L	50	NA	2024*	7.80 - 25	14.34	2023	6.10 - 11.0	6.84	2023	6.60 - 10.00	7.27	No	

* The year sampled may include samples prior to 2024 based on the monitoring schedule per State Water Resources Control Board.

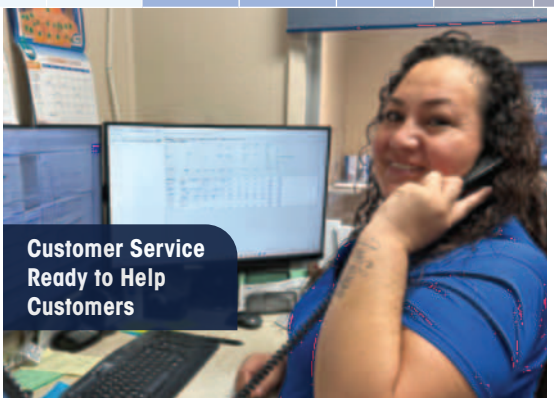
LEAD & COPPER

				MISSION SPRINGS W.D. PWS: CA3310008			WEST PALM SPRINGS VILLAGE PWS: CA3310078			PALM SPRINGS CREST PWS: CA3310081				
ANALYTE	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	YEAR SAMPLED	AMOUNT DETECTED (90TH%TILE)	SITES ABOVE AL/ TOTAL SITES	YEAR SAMPLED	AMOUNT DETECTED (90TH%TILE)	SITES ABOVE AL/TOTAL SITES	YEAR SAMPLED	AMOUNT DETECTED (90TH%TILE)	SITES ABOVE AL/TOTAL SITES	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Lead	mg/L	.015 mg/L	0.20 ug/L	2023	<0.005	0/30	2023	<0.005	0/5	2023	<0.005	0/6	No	Corrosion of household plumbing
Copper	mg/L	1.30 mg/L	0.30 mg/L	2023	0.095	0/30	2023	0.17	0/5	2023	0.15	0/6	No	

DISTRIBUTION SYSTEM

				MISSION SPRINGS W.D. PWS: CA3310008			WEST PALM SPRINGS VILLAGE PWS: CA3310078			PALM SPRINGS CREST PWS: CA3310081				
ANALYTE	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	YEAR SAMPLED	RANGE	LEVEL DETECTED	YEAR SAMPLED	RANGE	LEVEL DETECTED	YEAR SAMPLED	RANGE	LEVEL DETECTED	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Chlorine (CL2)	mg/L	4	4	2024	0.20 - 1.87	0.76	2024	0.33 - 1.39	0.81	2024	0.26 - 1.18	0.79	No	Drinking water disinfectant added for treatment
Haloacetic Acids	ug/L	60	NA	2024	ND	ND	2024	ND	ND	2024	1.10	1.10	No	By-product of drinking water disinfection
TTHMs (Total Trihalomethanes)	ug/L	80	NA	2024	ND - 6.50	3.25	2024	3.90	3.90	2024	5.50	5.50	No	

Valve Replacement



Customer Service Ready to Help Customers

Service Line Repairs

MISSION SPRINGS WATER DISTRICT
66575 2ND STREET
DESERT HOT SPRINGS, CA 92240-9803

PAYMENT ASSISTANCE – MSWD CARES

At MSWD, we understand that life can be unpredictable. If you are having trouble paying your water bill, please get in touch with us so we can help set up a payment plan and keep your account in good standing.

We also partner with local organizations that offer financial assistance. Eligible MSWD customers may receive a one-time annual credit of $100 toward their water bill through the Help2Others program provided by Inland SoCal United Way.

To learn more about Help2Others and other available assistance programs, visit ***mswd.org/paymentassistance*** or call us at **(760) 329-6448**.

United Way of the Desert

Help2Others ASSISTANCE PROGRAM

USE LESS & SAVE MORE WITH ENHANCED REBATES

MSWD offers a range of rebates to help homeowners, HOAs, and commercial customers reduce their water bills while contributing to a more sustainable future. Explore the current rebate opportunities below:

TOILET REBATE – Choose a water-efficient toilet and earn up to $100 for models using 1.28 gallons per flush (GPF) or less. For ultra-high-efficiency toilets using 1.1 GPF or less, or dual-flush models using 1.1/1.6 GPF, you may qualify for up to $150.

WASHING MACHINE REBATE – Receive up to $150 when you purchase a high-efficiency washing machine with a water factor (WF) of 6 or less. The WF measures the total water used per cycle divided by the tub capacity.

TURF REMOVAL REBATE – Transform your lawn into a desert-friendly landscape and earn $2 per square foot of turf removed. Residential customers can qualify for up to $3,000, and commercial customers may receive up to $10,000.

SMART IRRIGATION CONTROLLER REBATE – Upgrade to a weather-responsive controller and receive up to $150 (residential) or $5,000 (commercial). These devices automatically adjust watering schedules based on weather and feature rain shut-off capabilities.

For more information, visit *MSWD.org/rebates* or contact us at rebates@mswd.org

Este informe contiene información muy importante sobre su agua potable. Para más información ó traducción, favor de contactar a Marion Champion al telefono: 760-329-6448, ext. 145, o por correo electrónico a mchampion@mswd.org

2023 WATER QUALITY REPORT

Because Water Quality Matters

Published July 2024

Know Your Water

Mission Springs Water District is committed to providing detailed information about the quality of your drinking water. This annual report includes helpful information about where your drinking water comes from, how we make it safe for use, the constituents found in your drinking water, and how the water quality compares with regulatory standards. **We are pleased to report that in 2023, water quality across the District met or exceeded all federal and state drinking water standards.** MSWD's Water Production Team tests water daily, and as many as 5,500 tests/analyses are performed each year. With this in mind, we remain dedicated to providing a reliable supply of high-quality drinking water for a reasonable cost.

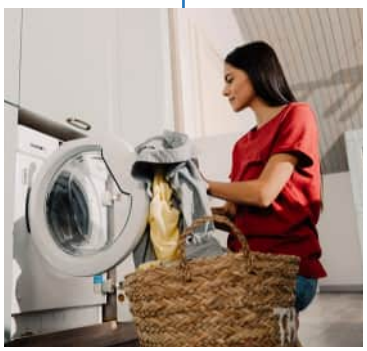
For more information or questions regarding this report, please contact Marion Champion at 760-329-6448, ext. 145, or by email at mchampion@mswd.org.

MSWD Mission Springs Water District

GROUNDWATER GUARDIAN

IN THIS ISSUE

PLANNING FOR THE FUTURE



EXPANDED REBATES

EVOLVING WATER QUALITY REGULATIONS

NANCY WRIGHT REGIONAL WATER RECLAMATION FACILITY

Mission Springs Water District Office Hours:
Monday - Thursday 7:30 a.m. – 5 p.m., Friday 7:30 a.m. – 4 p.m.
66575 Second Street, Desert Hot Springs, CA 92240
760-329-6448 | mswd.org

FOCUSED ON A SECURE WATER FUTURE

Letter from the General Manager

Thank you for taking a moment to learn more about your water supply.

All of us at MSWD are excited to let you know that our award-winning water tastes great and meets or exceeds all state and federal water quality standards.

Sourcing, treating, and delivering this water to your tap is no small task. A dedicated team works relentlessly behind the scenes each and every day to operate and maintain our drinking water and wastewater systems. MSWD remains well-positioned to provide these services for our current customers. Ensuring we can continue to meet demand in the future requires a more calculated approach. With this in mind, the organization has focused on responsible planning to meet our long-term goals. The initial efforts include new Strategic and Long Range Financial Plans and the examination and analysis of our Capital Improvement Projects.

Our new Strategic Plan, which was developed and adopted earlier this year, provides a path to enhance customer communications, water supply, system reliability, financial management, technology and processes, environmental sustainability, and workforce excellence. Focusing on these critical initiatives will allow us to deliver enhanced services, improve efficiency, and promote environmental stewardship.

The Long Range Financial Plan, currently under development, will look at projected revenue and anticipated expenses. By evaluating our finances over an extended period, the District can make informed decisions on project timelines while minimizing the impact on customer bills. A key component of the new Financial Plan will be community input. Workshop dates and times will be announced later this fall.

Another important project we are working on is addressing new Chromium-6 regulations the State is adopting. We have hired a third-party expert to evaluate our system and water quality needs to develop a cost-effective strategy that allows us to continue delivering the great-tasting, high-quality water our community deserves.

These strategic initiatives come amid new leadership here at MSWD. Following the retirement of our previous general manager, I was honored to be chosen to lead this incredible organization, and I am committed to responsible stewardship of the vital services the District provides to the community.

While this position is new to me, I've served as the Assistant General Manager at MSWD since 2019 and was previously the General Manager for Indio Water Authority. We've also promoted Marion Champion to the Assistant General Manager position to fill out our leadership team. Together, we will build upon the successes of MSWD's 71-year history to better serve our customers.

As we keep an eye toward the future, our mission remains the same: to Provide, Protect and Preserve our most precious resource…water.

– **Brian Macy**, General Manager

CHARTING A COURSE TO BETTER SERVE OUR CUSTOMERS

MSWD dedicates itself to provide, protect and preserve our most precious resource… water. To keep the organization focused on meeting this mission, the Board of Directors and staff recently collaborated to create a Strategic Plan for the District. The process started by assessing internal strengths and weaknesses, as well as external opportunities and threats. An analysis and review identified the key themes that are the primary focus of the 2024 Strategic Plan.

These seven themes have been converted into SMART (Specific, Measurable, Achievable, Realistic, and Timely) goals, which are described below:

Customer Communications – Enhance customer trust, satisfaction, and understanding of water and wastewater services.

Water Supply – Comprehensively evaluate and present viable options for implementing a diversified water supply.

Financial Management – Ensure long-term financial stability and resilience by implementing sound financial management practices, optimizing revenue streams, and minimizing financial risks.

System Reliability – Ensure each component of the water and wastewater systems contributes to the long-term health and reliability of overall operations.

Environmental Sustainability – Increase district-wide efficiency by adding new renewable energy resources, optimizing processes, implementing green building practices, and reducing overall water consumption.

Improved Technology & Processes – Address workflow inefficiencies by implementing technology solutions and process improvements.

Workforce Excellence – Investment in staff and management to cultivate a high-performing and knowledgeable workforce.

WaterMatters

LET THE KNOWLEDGE FLOW AT MSWD'S WATER TALKS

Join us for a discussion about the world of water!

Curious about groundwater quality, wastewater treatment or even water rights? Find the answers to those questions and much more!

MSWD holds monthly community meetings designed to inform customers about the vital issues shaping the future of water across the Coachella Valley and beyond. We encourage you to attend, stay informed and expand your understanding of the latest developments affecting water resources, water storage, conservation and sustainable solutions. Connect with experts and fellow community members to collectively inspire action towards water-wise initiatives, including enhancements to essential infrastructure and more.

Join the conversation on Wednesdays at 5 p.m. on these dates:
June 26, 2024
July 24, 2024
August 28, 2024
September 25, 2024
October 30, 2024
November 20, 2024

All meetings are being held at the Desert Hot Springs Library, 14380 Palm Drive, Desert Hot Springs, CA 92240. Space is limited, so sign up now to save your seat!

For more information on past events or to register, scan the code or visit www.mswd.org/watertalks

YOUR BOARD

MSWD is governed by a five-member Board of Directors. Board members are elected concurrently with the general elections every even-numbered year, and their terms are for four years. The election of Directors alternates between three and two seats every two years.

The Board of Directors meets on the third Monday of each month and the Thursday prior at 3 p.m. The meeting schedule can be found online at mswd.org/meetings. Upcoming agendas and packets are posted 24 to 72 hours in advance of upcoming meetings in accordance with the California Brown Act.

Members of the public are welcome to attend meetings in person. They are also broadcast live on Zoom and archived on MSWD's YouTube account: **mswd.org/YouTube**. For more information, please contact us by email at **board@mswd.org**.

TRY THE CONSERVATION WAY EVERY DAY

Many people think about reducing water use during droughts. Here in a desert environment, we should always be mindful of using water wisely. MSWD remains focused on conservation. However, the responsibility truly falls on us all, and the best way to achieve this shared vision is to all take steps to limit consumption.

All it takes is being more aware of how and when you use water. With a few minor adjustments, you'll be on your way to saving this precious resource, too!

Some easy ways to start saving water at home include:

- *Check for leaky faucets and pipes and make repairs promptly*
- *Use dishwashers and washing machines only when they are full*
- *Water your outdoor landscape earlier in the day when the temperatures are cooler*
- *Turn off the water when brushing your teeth or shaving*
- *Install high-efficiency toilets and water-efficient shower heads*
- *Update your appliances with high-efficiency models to save energy and water*
- *Replace your grass or turf with desert-friendly, water-wise plants*
- *Use a broom to clean driveways, sidewalks and steps*

SHARING A FOUNTAIN OF WATER KNOWLEDGE

GROUNDWATER GUARDIAN
A program of The Groundwater Foundation

Understanding the significance of water quality and sources will help ensure that clean water supplies remain available now and for future generations. That's why Mission Springs Water District offers numerous educational partnerships and programs to the community.

The Liquid Treasure Beneath Us: Groundwater

Mission Springs Water District celebrates its 27th year as an affiliate of the Groundwater Guardian Program. First designated in 1997, this internationally recognized educational program is presented by The Groundwater Foundation to communities demonstrating an ongoing effort to protect groundwater.

Today, MSWD partners with local schools to teach valuable lessons about groundwater to students in the area.

Seeing Is Believing

To help others understand the area's groundwater system, Students from the Desert Hot Springs High School REAL (Renewable Energy Academy of Learning) Academy recently unveiled a 3D model of the watershed to celebrate Earth Day.

The model was unveiled at Cabot's Pueblo Museum, where it remains on display. The model helps community members, local leaders, and students to engage in educational discussions around water runoff and conservation practices.

The 3D watershed model is currently displayed in the "water room" at Cabot's Pueblo Museum. The unveiling ceremony is also available to view on the MSWD Facebook page.

Interns Gain Hands-On Water Knowledge

In partnership with the Desert Hot Springs High School REAL Academy, MSWD offers students an opportunity to go behind the scenes at the District, exposing a new generation to career opportunities in water.

This past spring, MSWD welcomed Gabriel Almanza and Kaleb Herbest as interns. During their time at the district, the two students enjoyed an opportunity to tour the District and work behind the screens in MSWD's Engineering and Public Affairs offices.

Join Us for Behind the Scenes Tours

Are you curious to learn about how our wastewater treatment plant operates? MSWD provides tours to schools and special interest groups. We also partnered with The Wildlands Conservatory to offer school tours of the Mission Creek Preserve. Participants will learn about local water sources and groundwater protection.

To learn more or book a tour, reach out to pr@mswd.org or scan the QR.

EXPANDED REBATES OFFER MORE OPPORTUNITIES TO SAVE!

Are you interested in reducing your water use? Rebates are available to help homeowners, HOAs, and commercial customers offset the cost of water-wise upgrades. It's a win-win! These initiatives help contribute to a sustainable future for us all.

Toilet Rebates – We offer two different rebates for water-efficient toilets. If you purchase an ultra-efficiency toilet that uses 1.28 gallons or less per flush (GPF), you can receive up to a $100 rebate. If you buy a high-efficiency model that uses 1.1 GPF or less or dual-flush models that use 1.1/1.6 GPF or less, you can receive up to a $150 rebate.

Washing Machine Rebate – Purchase a new high-efficiency washing machine with a six (6) or lower water factor (WF), and you can receive up to a $150 rebate. The water Factor is determined by the total per-cycle water consumption divided by the tub capacity.

Turf Removal Rebate – You can easily reduce outdoor water usage by replacing your existing yard with desert-friendly landscaping. MSWD offers rebates of $2 per square foot of turf replacement. Residential customers can receive up to $3,000 in rebates and up to $10,000 for commercial customers.

Smart Irrigation Controller Rebate – Upgrade your irrigation system with a smart irrigation controller that can adjust watering based on real-time weather and features rain shut-off capability. Residential customers can receive up to a $150 rebate, while commercial customers can receive up to a $5,000 rebate for smart irrigation controller installations.

For more information, visit www.mswd.org/rebates or contact us at rebates@mswd.org.

INVESTING IN WATER RESOURCES

Delivering drinking water and treating wastewater requires an extensive network of pipes and facilities. To ensure these systems work at maximum efficiency, MSWD invests in maintaining and upgrading this vital infrastructure.

Well Rehabilitation

MSWD is currently rehabilitating two wells – Well 22 and Well 34 – as part of our Capital Improvement Plan. Improvements for Well 22, which are currently underway, include the addition of a new concrete pedestal, enhanced discharge piping, pump and electrical panel upgrades, and an update to the existing Supervisory Control and Data Acquisition (SCADA) system that operates and monitors the well. Well 34's rehabilitation is nearly complete, with new column piping, shafting, and pump upgrades. These projects will improve the water capacity and service reliability for both wells.

"PROTECT YOUR PIPES" CAMPAIGN MAKES A LASTING IMPRESSION

The MSWD sewer system is designed to protect public health and safety by treating wastewater. However, sending the wrong items down the drain can lead to messy and costly cleanups. As part of our annual outreach campaign, MSWD held public workshops last year to remind customers of the dangers of flushing wipes or pouring FOG (fats, oils and grease) down drains.

The campaign has made an impression on customers and recently received regional and statewide recognition from the California Water Environment Association. MSWD was awarded First Place in the Colorado River Basin Section and Second Place in the State for bringing attention to the impact FOG has on home plumbing and sewer systems, the dangers of so-called "flushable wipes," and noting how dairy products, avocados and salad dressings can also clog pipes when poured down drains.

MORE HOMES CONVERTING FROM SEPTIC SYSTEMS TO SEWER CONNECTIONS

As MSWD nears completion of the Nancy Wright Regional Water Reclamation Facility, hundreds of homes will begin the transition from individual septic systems to the MSWD wastewater treatment system in the coming year.

The design for what's known as the M2 sub-area of Assessment District 15 is complete and construction is expected to begin in Fall 2024. This project will remove approximately 405 septic tanks and install more than 25,000 feet of municipal sewer systems.

In addition to this, MSWD has several areas of Assessment District 18 currently under design. Once these projects are completed, they will improve water quality in the Mission Creek Subbasin by reducing nitrate levels. MSWD is funding these projects with a combination of State, Federal and local assessment dollars.

WASTEWATER RULES UPDATED AS BUSINESSES EXPAND IN THE REGION

Desert Hot Springs and the surrounding areas are experiencing business growth and new industries. To protect our groundwater supply and wastewater treatment systems, the MSWD Board of Directors updated our wastewater discharge regulations in March 2024.

The regulations detailed in Ordinance No. 2024-01 and the updated Ordinance in 2008-02 set new rules and limitations on commercial wastewater discharge.

Permits are required to discharge industrial waste into the public sewer system, and strict regulation will be enforced. The rules come with the growing number of commercial cannabis operations and industrial warehouses planned for the area. Under these ordinances, all commercial discharge will be documented and closely monitored to ensure compliance with local and state regulations.

NEW NANCY WRIGHT REGIONAL WATER RECLAMATION FACILITY EXPANDS TREATMENT CAPACITY

Following more than a decade of planning, MSWD's latest wastewater treatment facility will open this summer. This new facility off 19th Avenue in Desert Hot Springs will expand the District's wastewater treatment capacity.

The Nancy Wright Regional Water Reclamation Facility (NWRWRF) includes a 1.5 million gallon per day Sequence Batch Reactor (SBR) that will move treated water to nearby percolation ponds. The facility also includes an operations and administration area, a biosolids processing area, a separate chemical storage area, electrical and maintenance areas and a blower room.

Construction of the facility is nearing completion and the plant it is currently in the last stages of the testing phase.

1

The SBR design can be upgraded in the future to produce recycled water, an essential alternative source of water that can be used for various functions such as irrigation, agriculture, industrial processes, and more.

This effort will ensure long-term growth and sustainability for our region.

MISSION SPRINGS WATER DISTRICT'S

NANCY WRIGHT REGIONAL WATER

RECLAMATION FACILITY

The NWRWRF, Regional Conveyance Line and the M2 Septic-to-Sewer project are funded through $68 million in grants. The outside funding covers these construction costs while minimizing financial impacts on our customers.

2

The NWRWRF increases wastewater treatment capacity and alleviates flows to the District's Alan L. Horton Wastewater Treatment Plant.

The Regional Conveyance Line will provide wastewater flows to the water reclamation facility while reducing the load on the Horton plant.

Decreasing demand at the Horton Plant will extend its operational capability by as much as ten years.

3

The new facility's opening will allow hundreds of residential and commercial customers to connect to the MSWD wastewater treatment system.

The M2 Septic-to-Sewer project will remove approximately 405 existing septic tanks in the District's M2 Area while connecting 687 properties to the wastewater system by installing more than 25,000 feet of new underground sewer pipes.

Additionally, this will reduce nitrate in the wastewater and constrain groundwater quality degradation.

MSWD
Mission Springs Water District

GROUNDWATER GUARDIAN

STAYING AHEAD OF WATER QUALITY REGULATIONS

Because Water Quality Matters

Here at MSWD, water quality matters. While state and federal standards change over time, District staff works to get ahead of regulations to ensure we provide a great-tasting, clean and safe water supply. In the past few months, several new water quality standard changes have gained attention. While none of these are expected to impact our ability to provide MSWD customers with safe, reliable drinking water, we want you to know about these issues.

PFAS

In April 2024, the US EPA announced new limits on the levels of PFAS permissible in water supplies. PFAS, or Per- and Polyfluoroalkyl Substances, are a series of durable chemical compounds. Because these chemicals have strong bonds, they are used for firefighting foams, waterproofing, stain-resistant items, non-stick cookware, fast-food wrappers, and takeout containers.

MSWD tests have shown PFAS levels below the new, stricter water quality standards. We will continue to test and monitor water supplies to verify the safety of your water.

Chrome 6

After years of discussion and analysis, earlier this year the California State Water Resources Control Board voted to adopt a maximum containment level (MCL) of 10 parts per billion (ppb) for Hexavalent Chromium, as long-term ingestion in high quantities has been shown to cause cancer. Chromium-6 (Hexavalent Chromium) is a naturally occurring mineral found in rocks, plants, soil, animals, and drinking water. Hexavalent Chromium enters groundwater basins through erosion of natural chromium deposits and industrial processes.

Mission Springs Water District has been studying Chromium-6 since 2015. Most of our wells have levels below the new regulation. We will continue to monitor in accordance with the latest state monitoring standards and have hired an external consultant to review our water quality data and offer steps for treatment.

For more information on Chrome 6 and its impact on MSWD, please visit www.mswd.org/waterquality

Lead & Copper Rule

In 2021, an update to the US Environmental Protection Agency (EPA)'s Lead and Copper Rule (LCR) was made to better protect children and our communities from lead in drinking water. If present, elevated lead levels 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. Mission Springs Water District is responsible for providing high-quality drinking water but cannot control the variety of materials used in your home's plumbing components. When your water has been sitting for several hours, you can minimize the potential for contaminant exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about contaminants 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 are available from the Safe Drinking Water Hotline or at: **www.epa.gov/ground-water-and-drinking-water.**

What is in my drinking water?

Your drinking water is tested by certified professional water system operators and laboratories to ensure its safety. The chart in this report shows the average and range of concentrations of the constituents detected in tests of your drinking water during 2021 or from the most recent tests. The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than 1 year old. The chart lists all the contaminants detected in your drinking water that have federal and state drinking water standards. Detected unregulated contaminants of interest are also included.

Drinking Water Assessment

Source water assessments for the District's wells were completed by May 2007, as required by law. The assessments indicated that the wells are not being impacted by surface development. Although no man-made contaminants have been detected, the Source Water Assessments found that septic systems, illegal dumping, and chemical/petroleum lines are potential sources of contamination. Assessment reports are available for review at MSWD's Administrative Offices located at 66575 Second Street in Desert Hot Springs.

Sources of Drinking Water and Contaminants That May Be Present in Source Water

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.

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 result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

PESTICIDES AND HERBICIDES, which may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses.

RADIOACTIVE CONTAMINANTS, which can be naturally occurring or can be the result of oil and gas production and mining activities.

ORGANIC CHEMICAL CONTAMINANTS, including synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, and can also come from gasoline stations, urban stormwater runoff, agricultural application, and septic systems.

ABOUT YOUR DRINKING WATER QUALITY

To ensure that tap water is safe to drink, the United States 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. 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. Drinking water standards established by U.S. EPA and DDW set limits for substances that may affect consumer health or aesthetic qualities of drinking water. The chart in this report shows the following types of water quality standards:

- **Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the Public Health Goals (PHGs) or Maximum Contaminant Level Goals (MCLGs) as is economically and technologically feasible.
- **Secondary MCLs:** are set to protect the odor, taste, and appearance of drinking water.
- **Maximum Residual Disinfectant Level (MRDL):** 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.
- **Primary Drinking Water Standard (PDWS):** MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements and water treatment requirements.
- **Regulatory Action Level (AL):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements that a water system must follow.
- **Notification Level (NL):** An advisory level which, if exceeded, requires the drinking water system to notify the governing body of the local agency in which users of the drinking water reside (i.e. city council/county board of supervisors).

In addition to mandatory water quality standards, U.S. EPA and DDW have set voluntary water quality goals for some contaminants. Water quality goals are often set at such low levels that they are not achievable in practice and are not directly measurable. Nevertheless, these goals provide useful guideposts and direction for water management practices. The chart in this report includes three types of water quality goals:

- **Maximum Contaminant Level Goal (MCLG):** 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.
- **Maximum Residual Disinfectant Level Goal (MRDLG):** 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.
- **Public Health Goal (PHG):** 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 Environmental Protection Agency.

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. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at: **1-800-426-4791**.

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 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 at: **1-800-426-4791**.

2023 WATER SAMPLE RESULTS

REGULATED SUBSTANCES

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST			
ANALYTE	YEAR SAMPLED	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Arsenic	2023	µg/L	10	.004	ND	ND	ND	ND	ND	ND	No	Erosion of natural deposits: glass/electronics production waste
Fluoride	2023	mg/L	2.0	1	0.46 - 0.85	0.59	0.73 - 0.82	0.81	1.30	1.30	No	Erosion of natural deposits
Gross Alpha Particle Activity	2023*	pCi/L	15	(0)	ND - 12	5.69	ND	0.00	3.50 - 4.10	3.72	No	Erosion of natural deposits
Nitrate [N]	2023	mg/L	10	10	ND - 1.70	0.96	2.40 - 3	2.91	0.83 - 1.20	1.13	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Radium-226	2023*	pCi/L	Combined MCL = 5	0.019	ND - 1.22	0.76	ND - 1.59	0.57	ND	ND	No	Erosion of natural deposits
Radium-228	2023*	pCi/L		0.019	ND - 2.31	0.91	ND - 2.70	1.02	ND - 0.077	0.04	No	Erosion of natural deposits
Total Chromium	2023	µg/L	50	0.02	ND - 20	13.81	ND	ND	ND	ND	No	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities, erosion of natural deposits
Uranium	2023*	pCi/L	20	0.43	ND - 13	6.28	ND - 2.50	2.12	4.30 - 5.50	5.35	No	Erosion of natural deposits

SECONDARY STANDARDS

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST			
ANALYTE	YEAR SAMPLED	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Chloride	2023	mg/L	500	NS	3.60 - 87	18.93	15 - 28	16.98	6.90 - 9.20	7.35	No	Runoff/leaching from natural deposits
Color	2023	Color units	NA	NA	ND - 5.0	0.03	ND	ND	ND	ND	No	Runoff/leaching from natural deposits
Iron	2023	µg/L	NA	NA	ND	ND	ND	ND	ND	ND	No	Erosion of natural deposits
Odor-Threshold	2023	TON	3	NS	1	1	1	1	1	1	No	Naturally occurring organic materials
Specific Conductance	2023	µS/cm	1,600	NS	340 - 1000	641.20	470 - 650	497	420 - 450	425.92	No	Substances that form ions in water
Sulfate	2023	mg/L	500	NS	30 - 330	170.00	24 - 67	30.53	19	19	No	Runoff/leaching from natural deposits and industrial wastes
Total Dissolved Solids	2023	mg/L	1,000	NS	190 - 690	407.82	260 - 400	281.27	230 - 250	233.95	No	Runoff/leaching from natural deposits
Turbidity	2023	NTU	5	NS	ND - 1.10	0.13	ND - 0.73	0.21	ND - 0.83	0.28	No	Soil runoff
Zinc	2023	µg/L	5	NS	ND	ND	ND	ND	ND	ND	No	Runoff/leaching from natural deposits

* The year sampled may include samples prior to 2023 based on the monitoring schedule per State Water Resources Control Board.

Notes

AL = Action Level

DLR = Detection Limit for Purposes of Reporting

MCL = Maximum Contaminant Level

MCLG = Maximum Contaminant Level Goal

mg/l = parts per million or milligrams per liter

ng/l = parts per trillion or nanograms per liter

MRDL = Maximum Residual Disinfectant Level

MRDLG = Maximum Residual Disinfectant Level Goal

NA = No Applicable Limit

ND = Not Detected at DLR

NL = Notification Level

NS = No Standard

TON = Threshold Odor Number

NTU = Nephelometric Turbidity Units

pCi/l = picoCuries per liter

PHG = Public Health Goal

µg/l = parts per billion or micrograms per liter

µS/cm = microsiemens per centimeter

2023 WATER SAMPLE RESULTS

UNREGULATED SUBSTANCES

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST			
ANALYTE	YEAR SAMPLED	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Alkalinity	2023	mg/L	NA	NA	77 - 160	124.70	190 - 220	194.56	180 - 200	183.95	No	Naturally occurring from runoff/ leaching of rocks that contain carbonate, bicarbonate, and hydroxide compounds
Bicarbonate	2023	mg/L	NA	NA	94 - 200	151.84	230-270	236.08	220-250	225.92	No	Runoff/leaching from landfills and other sites where alkaline or basic chemicals have been dumped
Boron	2023	µg/L	1000	NA	ND - 110	21.35	ND	ND	ND	ND	No	Runoff/leaching from natural deposits
Calcium	2023	mg/L	NA	NA	26 - 120	50.67	60 - 68	61.22	53 - 56	53.59	No	Runoff/leaching from natural deposits
Chromium VI (Hexavalent Chromium)	2020*	µg/L	10	0.02[1]	1.20 - 17	10.10	1.80 - 4	2.90	3.30 - 4.40	3.85	No	Runoff/leaching from natural deposits

[1]The hexavalent chromium MCL was invalidated during the 2017 calendar year, but Mission Springs Water District is required to report the information it collected prior to the MCL being invalidated. Some people who drink water containing hexavalent chromium in excess of the MCL over many years may have an increased risk of getting cancer.

Hardness	2023	mg/L	NA	NA	79 - 310	173.90	210 - 280	220.64	190 - 200	191.97	No	Runoff/leaching from natural deposits
Magnesium	2023	mg/L	NA	NA	3.50 - 28	11.85	14 - 26	15.82	13 - 14	13.20	No	Erosion of natural deposits
Potassium	2023	mg/L	NA	NA	4.70 - 11	7.31	3.60 - 7.10	4.13	3.40 - 3.90	3.80	No	Runoff/leaching from natural deposits
Sodium	2023	mg/L	NA	NA	42 - 110	70.79	21 - 33	22.82	17- 23	18.18	No	Runoff/leaching from natural deposits
Vanadium	2023	µg/L	50	NA	8.90 - 25	15.53	6.10 - 11.0	6.84	6.60 - 10.00	7.27	No	Runoff/leaching from natural deposits

LEAD & COPPER

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST			
ANALYTE	YEAR SAMPLED	UNIT	AL	PHG (MCLG)	90TH PERCENTILE	SITES ABOVE AL	90TH %TILE	SITES ABOVE AL	90TH %TILE	SITES ABOVE AL	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Lead	2023	mg/L	.015	0.20	<0.005	0/30	<0.005	0/5	<0.005	0/6	No	Corrosion of household plumbing
Copper	2023	mg/L	1.30	0.30	0.095	0/30	0.17	0/5	0.15	0/6	No	Corrosion of household plumbing

DISTRIBUTION SYSTEM

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST		
ANALYTE	YEAR SAMPLED	UNIT	MCL (MRDL)	PHG (MCLG)	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	MAJOR SOURCE OF CONTAMINANT
Chlorine [CL2]	2023	mg/L	4	4	0.24 - 1.25	0.79	0.44 - 1.26	0.83	0.66 - 1.27	0.97	Drinking water disinfectant added for treatment
Haloacetic Acids	2023	µg/L	60	NA	ND	ND	ND	ND	ND	ND	By-product of drinking water disinfection
TTHMs [Total Trihalomethanes]	2023	µg/L	80	NA	ND - 4.60	2.30	9.70	9.70	2.00	2.00	By-product of drinking water disinfection

MISSION SPRINGS WATER DISTRICT
66575 2ND STREET
DESERT HOT SPRINGS, CA 92240-9803

PAY YOUR WATER BILL ONLINE — IT'S QUICK AND EASY!

Pay Your Water Bill Online — It's Quick and Easy!
Have you registered for MSWD's online Customer Connect portal yet? It's designed for computers and mobile devices, so you can stay up-to-date on your water account no matter where you're at.

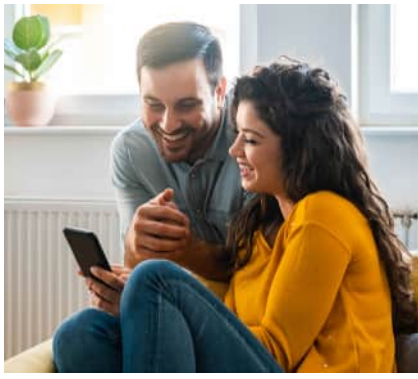
Registering is easy! All it takes is three steps:

1. Visit **www.mswd.org/customerconnect**
2. Enter your MSWD account number and ZIP code
3. Click on "Find my account" and create a username and password

Once you've created your free account, you can:

- Schedule online bill payments or set up automatic payments
- Download and view paperless statements
- Receive leak alerts to help you save money each month
- See your hourly water usage and set up usage alerts
- View details about your MSWD account
- To sign up and start using the new MSWD WaterSmart customer portal, visit **www.mswd.org/customerconnect** or scan this QR code.

NEED HELP PAYING YOUR WATER BILL? HELP IS AVAILABLE!



Life can be unpredictable, but Mission Springs Water District is here to help. If you're facing challenges in paying your water bill, reach out to us. We can assist you in setting up a payment plan to help you keep your account current. Local organizations also offer assistance programs to qualified customers, providing further reassurance in difficult times.

MSWD has partnered with the Inland SoCal United Way to establish a fund that provides bill assistance to low-income customers called **Help2Others**. This program provides funds to qualified customers to offset utility bill balances.

To learn more about Help2Others and other programs available to MSWD customers, visit **www.mswd.org/paymentassistance or call us at (760) 329-6448.**

Este informe contiene información muy importante sobre su agua potable. Para más información ó traducción, favor de contactar a Marion Champion al telefono: **760-329-6448, ext. 145,** o por correo electrónico a **mchampion@mswd.org**.

2022 WATER QUALITY REPORT

Published July 2023

70th ANNIVERSARY MSWD Mission Springs Water District

GROUNDWATER GUARDIAN

IN THIS ISSUE

Know your water

Mission Springs Water District is committed to providing detailed information about your drinking water quality. This annual report includes helpful information about where your drinking water comes from and how we make it safe for use, the constituents found in your drinking water, and how the water quality compares with regulatory standards. We are pleased to report that in 2022, water quality across the district met or exceeded all federal and state drinking water standards. We remain dedicated to providing a reliable supply of high-quality drinking water for a reasonable cost.

For more information or questions regarding this report, please contact **Marion Champion** at **760-329-6448, ext. 145**, or by email at **mchampion@mswd.org**.

Mission Springs Water District Office Hours:
Monday - Thursday 7:30 a.m. – 5 p.m., Friday 7:30 a.m. – 4 p.m.
66575 Second Street, Desert Hot Springs, CA 92240 | 760-329-6448 | mswd.org

STRENGTHENING GROUNDWATER PROTECTION AND FORTIFYING FINANCES

Letter from the General Manager

Mission Springs Water District is celebrating 70 years of serving our community with its most precious resource, water. Looking towards the horizon, our future promises to be even brighter. We have successfully managed and protected our groundwater and have taken steps to strengthen our financial position, resulting in the ability to keep our rates low and our service levels high.

The new Nancy Wright Regional Wastewater Reclamation Facility, named after 34-year MSWD Director Nancy Wright, will be operational by the end of the year. The plant will dramatically enhance the District's wastewater treatment capacity, serving more homes and businesses and protecting our groundwater supply.

Primarily funded through a $68 million state grant, the plant is the culmination of years of work and planning. Since the early 2000s, MSWD has undertaken one of the largest Groundwater Quality Protection Projects in the Valley. To date, we have connected more than 7,000 homes and businesses to the wastewater system, and we've done this with more than $100 million in State and Federal grants and $43.5 million of local match funding, including self-assessments. The success of this effort has necessitated the construction of the new regional plant.

The state-of-the-art facility was designed with further expansion in mind and will allow the District to alleviate some of the wastewater flows going to the Alan L. Horton Wastewater Treatment Plant, further extending the service life of that facility.

Located in the Indian/Interstate 10 corridor of Desert Hot Springs, the regional plant is sited on land purchased by the District in the early 2000s. It is adjacent to the 1.1-megawatt MSWD solar installation, which will reduce operational costs by offsetting the plant's energy needs.

The location and size of the new plant will enable the District to more than double our service area while also serving as an economic engine for future growth in the area, paving the way for new businesses, jobs, and growth in our beloved city.

In the future, the Regional Plant will serve as a vital resource of recycled water, critical to easing our reliance on imported water. As water supplies tighten in the West due to long term drought and climate uncertainty, this new water source will put us on a path towards basin sustainability and potentially become more beneficial to our region than the exchange water we receive from our State Water Project contractor.

The new Nancy Wright Regional Water Reclamation Facility is just one example of how MSWD is committed to investing in technology and infrastructure to provide our customers with reliable, sustainable, and affordable services. Thanks to our careful investments in infrastructure and sound fiscal management, we look forward to serving the community for the next 70 years.

Arden Wallum
General Manager

Your Board

MSWD is governed by a five-member Board of Directors. Board members are elected concurrently with the general elections every even-numbered year, and their terms are for four years. The election of Directors alternates between three and two seats every two years. All Directors serve on two of the five Board committees: Finance, Engineering, Public Affairs, Human Relations, and Executive. Members also serve as liaisons to other governmental, community, regional, and national boards, associations, and organizations.

Meetings

The Board of Directors meets on the third Monday of each month and the Thursday prior at 3 p.m. to discuss how best to serve the District's needs. The meeting schedule can be found online at mswd.org/meetings. Upcoming agendas and packets are posted 24 to 72 hours in advance of upcoming meetings in accordance with the California Brown Act.

Members of the public are welcome to attend meetings in person. They are also broadcast live on Zoom and archived on MSWD's YouTube account: mswd.org/YouTube.

For more information, please contact us by email at **board@mswd.org**.

WaterMatters

CELEBRATING 70 YEARS OF WATER SERVICE

The Coachella Valley is known around the world as a desert paradise. Besides stunning mountain views, clear skies and boundless recreational opportunities, another feature distinguishes the area from most: **An ample underground water supply.**

Mission Springs Water District has been a steward of this local treasure for more than 70 years!

When L. W. Coffee started a village he called Desert Hot Springs in 1940, water became the priority. After the first two attempts to form a water utility failed, local citizens pushed for the idea of forming a publicly owned district. An election on February 3, 1953 brought the new Desert Hot Springs County Water District into existence with an overwhelming vote of 246 to 9. The new District officially opened for business with 100,000 feet of pipelines, five water wells, and two reservoirs. It covered just 1 square mile.

The District gradually expanded over the years to include more than 1.25 million feet of pipelines, 13 water wells, and 24 reservoirs. By 1987, the service area extended far beyond the original square mile in downtown Desert Hot Springs. To better reflect its customer base across the growing region, the District changed its name to Mission Springs Water District.

MSWD has gained worldwide recognition for the high-quality, great-tasting water it provides. The rest of the world learned about its outstanding water in 1997, when the District entered the Berkeley Springs International Water Tasting and earned a Silver Medal the first year it competed.

Since then, MSWD has won more than 10 taste awards, tapping the title of best-tasting water in the world in 2020.

Providing that great-tasting water is only part of MSWD's work. The District also treats wastewater, which plays a significant role in protecting the community from the spread of disease. To ensure MSWD can continue meeting the growing community's needs, the District will soon supplement the Alan L. Horton Wastewater Treatment Plant with the new Nancy Wright Regional Water Reclamation Facility, which is under construction.

Once it opens later this year, MSWD will begin connecting an additional 700 homes from septic systems to the centralized sewer system. These projects will protect groundwater quality for future generations.

See history in the making!

Scan this QR code to watch a video highlighting the 70-year history of MSWD.

WHY CONSERVATION MUST CONTINUE AS DROUGHT CONDITIONS IMPROVE

To preserve water supplies for current and future generations, MSWD actively promotes conservation, development of new water resources, protection of groundwater quality, and expansion of water storage across the region and state.

MSWD relies on groundwater for 100% of its water supply, a source that is replenished through runoff and imported water. District customers have some of the lowest per-capita water use in the Coachella Valley, but we still must take steps to maintain water reliability and availability.

Since the region regularly experiences alternating rainy and dry periods, MSWD encourages all customers to continue their water conservation efforts. To encourage responsible water use, Level 1 water restrictions remain in effect, which **prohibit** the following:

- Watering landscaping within 48 hours after measurable rainfall
- Using hoses without an automatic shutoff nozzle
- Using water to clean hard surfaces unless necessary for health and safety reasons
- Allowing irrigation systems to overspray or create runoff on driveways, sidewalks and other hard surfaces
- In addition, water leaks must be repaired promptly

By continuing efforts to minimize water use, we can ensure long-term water reliability for future generations.

Are you noticing some unusual occurrences in your yard? They could be signs of water leaks!

Check out this video on the MSWD YouTube page to solve the mystery of these "Outdoor Oddities" around your house.

Conservation Rebates

INCENTIVES HELP YOU SAVE MONEY INSIDE & OUT!

MSWD offers rebates to assist customers in reducing their water usage both indoors and outdoors. For example, the Toilet Rebate Program is open to eligible residential customers who want to replace their old toilets with more efficient models. MSWD offers a rebate of up to $100 per toilet, limited to the number of toilets in a household.

The Turf Removal Rebate Program encourages customers to convert their lawns to desert-friendly landscaping by offering rebates based on the square footage of turf removed. Residential customers can receive up to $3,000 in rebates, and commercial customers can receive up to $10,000. To apply or learn more, visit: mswd.org/rebates

JOIN US! Water 101 and Master Gardener Community Workshops

MSWD is hosting monthly community workshops at the new Desert Hot Springs Library.

Water 101 - Let's Talk Water sessions are designed for Desert Hot Springs community members who want to learn more about our water and wastewater systems. Comprised of four monthly meetings, sessions will build upon each other and cover MSWD's history and how we fit into the larger Coachella Valley water community.

Our Water Efficiency Workshops feature UCCE Master Gardener Burt Boss, who shares his experiences and techniques for creating a desert oasis using water-efficient irrigation and landscaping techniques.

For more information or to RSVP, please contact MSWD at **PR@mswd.org**. Space is limited, so pre-registration is strongly encouraged.

UPCOMING WORKSHOPS:

July 20, 2023: Water Efficiency with UCCE Master Gardener Burt Boss, topic will be proper watering and care for citrus trees

August 24, 2023: Water 101 – Let's Talk Water, Session 1 the Water System

September 28, 2023: Water 101 – Let's Talk Water, Session 2 the Wastewater System

October 26, 2023: Water 101 – Let's Talk Water, Session 3 Finance, Rates and Customer Service

November 9, 2023: Water 101 – Let's Talk Water, Session 4 Planning, Supply and Regional Collaboration

December 7, 2023: Water Efficiency with UCCE Master Gardener Burt Boss, topic TBD

REGIONAL COLLABORATION BENEFITS MSWD CUSTOMERS

Working together with other water and wastewater agencies provides a wealth of opportunities to manage water quality and supply, improve service and reduce costs.

MSWD is part of the Coachella Valley Regional Water Management Group, which includes five other local water providers and a wastewater agency. The group works collaboratively on water resources planning and securing funds for water reliability projects. The group has secured millions of dollars worth of grant funding for the Coachella Valley, including MSWD's Groundwater Quality Protection and Well Rehabilitation Projects.

The District also joined other water and wastewater treatment providers to create the Coachella Valley Salt and Nutrient Management Plan (CV-SNMP). Collectively, the CV-SNMP Agencies are committed to developing an updated CV-SNMP that complies with the Recycled Water Policy and preserves the long-term sustainable and affordable use of groundwater in the Coachella Valley.

The group has developed a Stakeholder Outreach and Engagement Plan and is currently hosting public meetings to help involve stakeholders and the public. For more information, please visit **cvsnmp.com**.

By participating in these integrated water management and planning efforts, MSWD can access grants and funding opportunities to support projects that improve water supply reliability, quality, and environmental stewardship.

Where does your water come from?

Our team continuously monitors our wells and tests samples throughout the water system multiple times a week. MSWD meets all drinking water regulations set by the State Water Resources Control Board, Division of Drinking Water (DDW), and the U.S. Environmental Protection Agency (U.S. EPA).

INVESTING IN WATER SUSTAINABILITY

MSWD is proud to provide the highest quality service to our customers. One of the ways that we maintain this quality is by continually improving our system for customers. **Below are a few examples of recent projects and improvements:**

Well Rehabilitation – On Well 33, a new submersible pump, monitor, and motion sensor were installed, and the suction reservoir was cleaned in April 2023. Additionally, the electrical rehabilitation project for Well 24 has been completed.

Supplemental Environmental Project – A settlement with the Colorado River Basin Regional Water Quality Control Board will direct $175,000 toward a Supplemental Environmental Project to enhance MSWD's groundwater protection efforts. The funds will connect single- and multi-family homes within the MSWD service area to the wastewater system, prioritizing those closest to MSWD well sites. This project will benefit disadvantaged communities and protect the region's groundwater resources for future generations.

Nancy Wright Regional Water Reclamation Facility – The Nancy Wright Regional Water Reclamation Facility construction project is on schedule and expected to be operational by the end of this year. The facility will expand capacity and allow more homes to connect to MSWD's wastewater system. The project aims to enhance groundwater protection efforts and ensure the community's wastewater needs are met for generations to come.

Horton Wastewater Treatment Modernization – The Horton Wastewater Treatment Odor Control System Project added new technology to the existing facility, reducing odors to improve community surroundings.

Interested in the history of Mission Springs?

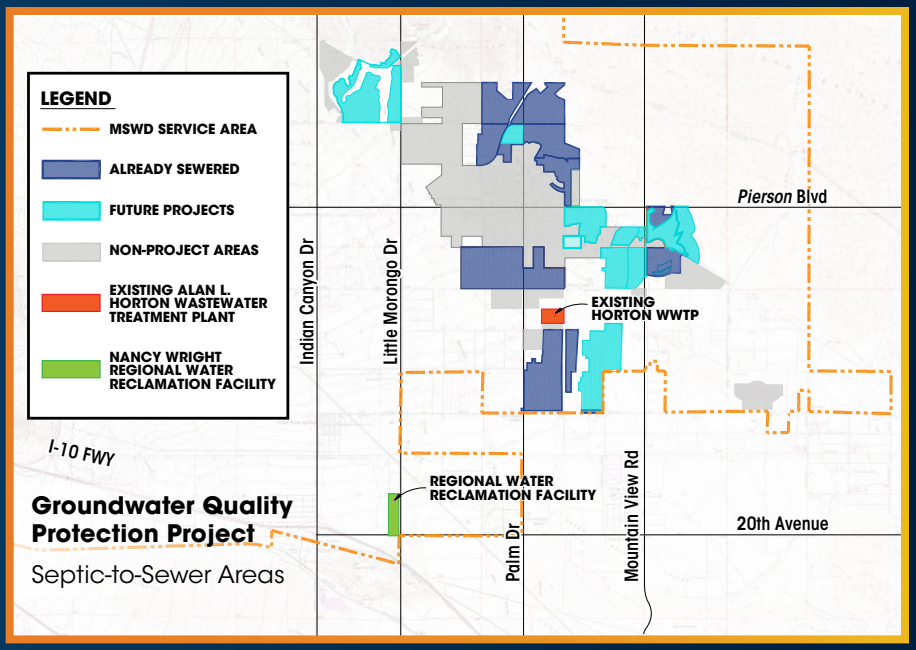
Explore the myth of the Splash Smuggler! Use the QR code or visit the MSWD YouTube page to watch the video.

PROTECTING GROUNDWATER QUALITY BY EXPANDING SEWER SERVICES

Construction of the Nancy Wright Regional Water Reclamation Facility marks a significant step toward building a sustainable future. By increasing wastewater treatment capacity, more homes and businesses will be able to connect to the system.

The new facility paves the way for the continued growth of the District's Groundwater Quality Protection Project. Through these efforts, the District has avoided or connected more than 7,000 homes and/or parcels to the wastewater system, eliminating the need for private septic systems that threaten our groundwater supply.

The success of the District's groundwater protection efforts has created the need for more wastewater capacity. The new Regional Plant will facilitate this need and allow for future growth.



To minimize the cost burden on customers, MSWD has secured $68 million in state grants for plant construction and the accompanying conveyance line and collection system projects. The District has also secured $1.2 million in funding from the U.S. Army Corps of Engineers 2018 Work Plan and an additional $1.05 million in fiscal years 2022 and 2023 to help with the design of septic-to-sewer conversion in Assessment District 18. Also we are pursuing additional grant funding through the U.S. Army Corps of Engineers 2023/24 Work Plan.

These projects are an essential step toward improving the quality of life for residents and protecting the environment.

Scan the QR code

Follow us on social media or visit our website for monthly construction updates mswd.org/RWRF

GROUNDWATER GUARDIAN PROGRAM TEACHES THE VALUE OF WATER PROTECTION

At MSWD, we value educating future generations about protecting our groundwater supply, which is why we have been part of the National Groundwater Guardian Program since 1997. We are dedicated to proactive measures and community education to protect this precious resource. MSWD collaborates with schools in Desert Hot Springs to promote responsible groundwater management by encouraging good stewardship practices. MSWD and its partners have organized several events and activities, including free field trips to the Mission Creek Preserve, tours of the MSWD Alan L. Horton Wastewater Treatment Facility, sponsorship of various Desert Hot Springs High School Real Academy competitions and various water related career and job exploration activities in our schools. Through these efforts, MSWD is helping to educate the younger generation about the importance of responsible water management.

For more information or to schedule a tour, speaker, or event with your class, please contact MSWD's Public Affairs office at **760-329-6448 ext. 145**.

Protect your pipes!

Avoid messy clogs and costly backups into your home and the community by keeping wipes, trash, and fats, oils and grease (FOG) out of your pipes. These items block and damage pipes and the wastewater treatment system, causing harm to the environment, endangering public health, and resulting in expensive repairs. Communities like ours spend millions of dollars a year unplugging or replacing grease-blocked pipes and repairing pump stations. FOG can also cause septic and sewer system malfunctions.

Here are some tips to help keep things flowing properly:

- ***Put wipes in the trash, not the toilet – even the ones labeled "flushable."***
- ***Throw all other garbage in the can too, including items such as cotton balls, personal hygiene products, disposable diapers, tissue, and lotions.***
- ***Keep FOG out of pipes and storm drains by scraping it into an empty can or other container and putting it in the trash.***

With new organic waste laws taking effect this year, it may be tempting to throw food scraps and leftovers down the drain. Don't be fooled! Instead, bag them and place them in your green organic waste bin. For more information, check with your disposal company, Desert Valley Disposal in Desert Hot Springs, for proper handling of organic waste.

MSWD wins state & regional wastewater awards

The California Water Environment Association awarded MSWD top state honors for its Protect Your Pipes Community Engagement and Outreach Campaign. Regionally, MSWD was awarded:

- Small Plant of the Year for operations at the Alan L. Horton Wastewater Treatment Plant.
- Community Engagement and Outreach Campaign of the Year for the Protect Your Pipes Campaign reminding residents to keep flushable wipes and fats, oils, and grease out of the wastewater system.
- Plant Supervisor of the Year to MSWD Chief Plant Operator Lee Boyer.

Learn More About Pipe Protocol!

Watch our Protect Your Pipes video to find out what can and can't go down the drain and learn about the impact these items can have on your home and the community's wastewater system.

Scan the code to watch the video!

ABOUT YOUR DRINKING WATER QUALITY

What Is In My Drinking Water?

Your drinking water is tested by certified professional water system operators and laboratories to ensure its safety. The chart in this report shows the average and range of concentrations of the constituents detected in tests of your drinking water during 2022 or from the most recent tests. The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, is more than 1 year old. The chart lists all the contaminants detected in your drinking water that have federal and state drinking water standards. Detected unregulated contaminants of interest are also included.

Drinking Water Assessment

Source water assessments for the District's wells were completed by May 2007, as required by law. The assessments indicated that the wells are not being impacted by surface development. Although no man-made contaminants have been detected, the Source Water Assessments found that septic systems, illegal dumping, and chemical/petroleum lines are potential sources of contamination. Assessment reports are available for review at MSWD's Administrative Offices located at 66575 Second Street in Desert Hot Springs.

Chromium-6 and Your Water

Chromium-6 (Cr6), which is a stand-alone constituent, is a naturally occurring mineral in drinking water and one that the District actively monitors along with other substances. This mineral is found in California serpentine rock and naturally occurs in many groundwater basins throughout the state, including the Coachella Valley. California's Cr6 standard is now under review by the State Water Resources Control Board due to a California Superior Court order. Cr6 at certain levels may pose long-term health risks if consumed in moderately high quantities over decades. The current standard for total chromium is 50 PPB (parts per billion). MSWD does not produce or serve water that exceeds the current standard. Once a revised Cr6 standard is issued, MSWD will ensure compliance.

Sources of Drinking Water and Contaminants That May Be Present in Source Water

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.

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 result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

PESTICIDES AND HERBICIDES, which may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses.

RADIOACTIVE CONTAMINANTS, which can be naturally occurring or can be the result of oil and gas production and mining activities.

ORGANIC CHEMICAL CONTAMINANTS, including synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, and can also come from gasoline stations, urban stormwater runoff, agricultural application, and septic systems.

ABOUT YOUR DRINKING WATER QUALITY

Water Quality Standards

To ensure that tap water is safe to drink, the United States 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. 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.

Drinking water standards established by U.S. EPA and DDW set limits for substances that may affect consumer health or aesthetic qualities of drinking water. The chart in this report shows the following types of water quality standards:

- **Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the Public Health Goals (PHGs) or Maximum Contaminant Level Goals (MCLGs) as is economically and technologically feasible.
- **Secondary MCLs** are set to protect the odor, taste, and appearance of drinking water.
- **Maximum Residual Disinfectant Level (MRDL):** 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.
- **Primary Drinking Water Standard (PDWS):** MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements and water treatment requirements.
- **Regulatory Action Level (AL):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements that a water system must follow.
- **Notification Level (NL):** An advisory level which, if exceeded, requires the drinking water system to notify the governing body of the local agency in which users of the drinking water reside (i.e. city council/ county board of supervisors).

In addition to mandatory water quality standards, U.S. EPA and DDW have set voluntary water quality goals for some contaminants. Water quality goals are often set at such low levels that they are not achievable in practice and are not directly measurable. Nevertheless, these goals provide useful guideposts and direction for water management practices. The chart in this report includes three types of water quality goals:

- **Maximum Contaminant Level Goal (MCLG):** 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.
- **Maximum Residual Disinfectant Level Goal (MRDLG):** 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.
- **Public Health Goal (PHG):** 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 Environmental Protection Agency.

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. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at: **1-800-426-4791**.

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 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 at: **1-800-426-4791**.

Information on Lead in Drinking Water

Since 2017, public schools have had the option to request local water agencies collect water samples to test for lead. If present, elevated lead levels 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.

Mission Springs Water District is 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 are available from the **Safe Drinking Water Hotline or at: epa.gov/lead.**

2022 WATER SAMPLE RESULTS

REGULATED SUBSTANCES

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST			
ANALYTE	YEAR SAMPLED	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Arsenic	2020	µg/L	10	.004	ND - 2.6	0.29	ND - 2.2	1.10	ND	ND	No	Erosion of natural deposits: glass/electronics production waste
Fluoride	2020	mg/L	2.0	1	0.45 - 0.74	0.60	0.41 - 0.68	0.54	1.20	1.20	No	Erosion of natural deposits
Gross Alpha Particle Activity	2022*	pCi/L	15	(0)	ND - 12	5.97	ND	0	ND - 4.60	2.30	No	Erosion of natural deposits
Nitrate [N]	2022	mg/L	10	10	ND - 1.8	1.24	2.3 - 3.0	2.65	0.91 - 1.4	1.16	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Radium-226	2022*	pCi/L	Combined MCL 5	0.019	0.024 - 1.22	0.83	ND - 1.59	0.78	ND	ND	No	Erosion of natural deposits
Radium-228	2022*	pCi/L		0.019	ND - 2.31	1.12	ND - 2.70	1.27	ND - 0.077	0.04	No	Erosion of natural deposits
Total Chromium	2020	µg/L	50	0.02	ND - 17.0	5.6	ND	ND	ND	ND	No	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities, erosion of natural deposits
Uranium	2022*	pCi/L	20	0.43	ND - 13	6.71	ND - 2.50	0.50	4.30 - 5.50	4.90	No	Erosion of natural deposits

SECONDARY STANDARDS

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST			
ANALYTE	YEAR SAMPLED	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Chloride	2021	mg/L	500	NS	4.5 - 39	17.64	13 - 27	20	7.3 - 8.3	7.80	No	Runoff/leaching from natural deposits
Color	2022	mg/L	NA	NA	ND	ND	5.0 - 7.5	6.25	ND	ND	No	Runoff/leaching from natural deposits
Iron	2020	µg/L	NA	NA	ND	ND	ND - 170	85	ND	ND	No	Erosion of natural deposits
Odor-Threshold	2022	TON	3	NS	1	1	1	1	1	1	No	Naturally occurring organic materials
Specific Conductance	2020	µS/cm	1,600	NS	320 - 980	647.77	440 - 690	565	420 - 450	435	No	Substances that form ions in water
Sulfate	2021	mg/L	500	NS	35 - 340	157	25 - 69	47	16 - 20	18	No	Runoff/leaching from natural deposits and industrial wastes
Total Dissolved Solids	2021	mg/L	1,000	NS	200 - 660	390	360 - 450	405	300 - 340	320	No	Runoff/leaching from natural deposits
Turbidity	2022	NTU	5	NS	ND - 0.41	0.23	ND - 3.1	0.84	ND - 0.51	0.30	No	Soil runoff
Zinc	2020	µg/L	5	NS	ND - 73	8.11	ND	ND	ND	ND	No	Runoff/leaching from natural deposits

* The year sampled may include samples prior to 2022 based on the monitoring schedule per the State Water Resources Control Board.

Notes

AL = Action Level

DLR = Detection Limit for Purposes of Reporting

MCL = Maximum Contaminant Level

MCLG = Maximum Contaminant Level Goal

mg/l = parts per million or milligrams per liter

ng/l = parts per trillion or nanograms per liter

MRDL = Maximum Residual Disinfectant Level

MRDLG = Maximum Residual Disinfectant Level Goal

NA = No Applicable Limit

ND = Not Detected at DLR

NL = Notification Level

NS = No Standard

TON = Threshold Odor Number

NTU = Nephelometric Turbidity Units

pCi/l = picoCuries per liter

PHG = Public Health Goal

µg/l = parts per billion or micrograms per liter

µS/cm = microsiemens per centimeter

2022 WATER SAMPLE RESULTS

UNREGULATED SUBSTANCES

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST			
ANALYTE	YEAR SAMPLED	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Alkalinity	2021	mg/L	NA	NA	75 - 160	121	190 - 230	210	190 - 230	200	No	Naturally occurring from runoff/ leaching of rocks that contain carbonate, bicarbonate, and hydroxide compounds
Bicarbonate	2021	mg/L	NA	NA	92 - 200	150.14	230-280	255	230-250	240	No	Runoff/leaching from landfills and other sites where alkaline or basic chemicals have been dumped
Bromide	2020	µg/L	NA	NA	ND - 190	77.82	N/A	N/A	N/A	N/A	No	Naturally occurring from runoff/ leaching of rock and natural salt deposits.
Boron	2020	µg/L	1000	NA	ND - 110	24.40	ND	ND	ND	ND	No	Runoff/leaching from natural deposits
Calcium	2021	mg/L	NA	NA	20 - 78	43.29	59 - 67	63	55 - 58	56.50	No	Runoff/leaching from natural deposits
Chromium VI (Hexavalent Chromium)	2020	µg/L	10	0.02[1]	1.20 - 17	10.10	1.8 - 4.0	2.90	3.3 - 4.4	3.85	No	Runoff/leaching from natural deposits

[1]The hexavalent chromium MCL was invalidated during the 2017 calendar year, but Mission Springs Water District is required to report the information it collected prior to the MCL being invalidated. Some people who drink water containing hexavalent chromium in excess of the MCL over many years may have an increased risk of getting cancer.

Hardness	2020	mg/L	NA	NA	86 - 380	184.55	180 - 200	190	190 - 300	245	No	Runoff/leaching from natural deposits
Magnesium	2021	mg/L	NA	NA	2.5 - 21	10.07	14-23	18.50	13	13	No	Erosion of natural deposits
Potassium	2021	mg/L	NA	NA	4.2 - 9.4	6.63	3.5 - 6.4	4.95	3.2 - 3.9	3.55	No	Runoff/leaching from natural deposits
Sodium	2021	mg/L	NA	NA	47 - 100	67	19 - 32	25.50	18 - 21	19.50	No	Runoff/leaching from natural deposits
Vanadium	2020	µg/L	50	NA	7.1 - 70	19.28	5.0 - 12.0	8.50	6.7 - 9.3	8.00	No	Runoff/leaching from natural deposits

LEAD & COPPER

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST			
ANALYTE	YEAR SAMPLED	UNIT	AL	PHG (MCLG)	90TH PERCENTILE	SITES ABOVE AL	90TH %TILE	SITES ABOVE AL	90TH %TILE	SITES ABOVE AL	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Copper	2020	mg/L	1.3	0.3	0.11	0/35	0.209	0/6	0.290	0/6	No	Corrosion of household plumbing
Lead	2020	µg/L	15	0.2	ND	0/35	ND	0/6	ND	0/6	No	Corrosion of household plumbing

DISTRIBUTION SYSTEM

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST		
ANALYTE	YEAR SAMPLED	UNIT	MCL (MRDL)	PHG (MCLG)	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	MAJOR SOURCE OF CONTAMINANT
Chlorine [CL2]	2022	mg/L	4	4	0.15 - 1.93	0.83	0.42 - 1.09	0.78	0.37 - 1.42	0.83	Drinking water disinfectant added for treatment
Haloacetic Acids	2022	µg/L	60	NA	ND	ND	1.10	1.10	1.20	1.20	By-product of drinking water disinfection
TTHMs [Total Trihalomethanes]	2022	µg/L	80	NA	3.60 - 5.40	4.50	11.20	11.20	8.10	8.10	By-product of drinking water disinfection

DISTRIBUTION SYSTEM COLIFORM BACTERIA

ALL SYSTEMS (MSWD, W. PALM SPRINGS VILLAGE & PALM SPRINGS CREST)

ANALYTE	YEAR SAMPLED	UNIT	MCL (MRDL)	MCLG (MRDLG)	NUMBER OF DETECTIONS	NO. OF VIOLATIONS	MAJOR SOURCE OF CONTAMINANT
Total Coliform Bacteria (state Total Coliform Rule)	2021	positive/ negative	5.0% of monthly samples are positive	0	0%	0	Naturally present in the environment
Fecal Coliform or E. coli (state Total Coliform Rule)	2021	positive/ negative	A routine sample and a repeat sample are total coliform positive, and one of these is also fecal coliform or E. coli positive	0	0	0	Human and animal fecal waste
E. coli (federal Revised Total Coliform Rule)	2021	positive/ negative	(a)	0	0	0	Human and animal fecal waste

(a) Routine and repeat samples are total coliform-positive and either is E. coli-positive or system fails to take repeat samples following E. coli-positive routine sample or system fails to analyze total coliform-positive repeat sample for E. coli.

MISSION SPRINGS WATER DISTRICT
66575 2ND STREET
DESERT HOT SPRINGS, CA 92240-9803

CUSTOMER CONNECT PORTAL IMPROVES THE BILL-PAYING EXPERIENCE

MSWD's new Customer Connect web portal is continuing to offer customers information at their fingertips! Customers can track their hourly usage and set-up payment reminders, leak alerts and much more. The portal also offers customized suggestions on how to reduce your water use. These tips show you how much money can be saved by making these small changes over a year.

Sign up today!

SEE HOW SIMPLE IT IS TO GET STARTED!

1. **Visit MSWD.org/CustomerConnect**
2. **Enter your MSWD account number and ZIP code**
3. **Click on "Find My Account" to set up your username and password**

If you have questions or need further assistance, please call our office at 760-329-6448.

Use this QR code to watch a short video showing how to sign up and start enjoying all the features of our new web portal!

STRUGGLING TO KEEP UP WITH YOUR WATER BILLS? Help is available!

Mission Springs Water District recognizes that some customers may need help to keep up with their water bills. That's why we've partnered with local organizations on assistance programs.

The Low-Income Household Water Assistance Program (LIHWAP) provides financial assistance of up to $2,000 per customer to help those who qualify with their water and sewer bills. To qualify, you must be a Riverside County resident and meet income guidelines. MSWD also partners with United Way of the Desert on Help2Others, a fund that provides bill assistance to low-income customers.

To learn more about these and other assistance programs available to MSWD customers, ***visit www.MSWD.org/paymentassistance or call 760.329.6448.***

Este informe contiene información muy importante sobre su agua potable. Para más información ó traducción, favor de contactar a Marion Champion al telefono: **760-329-6448, ext. 145,** o por correo electrónico a **mchampion@mswd.org**.