City of Indio
Water Shortage Contingency Plan

Final

prepared on behalf of

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INDIO

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1 Introduction

This Water Shortage Contingency Plan (WSCP) describes how the City of Indio (hereafter referred to as *Indio*) intends to predict and respond to foreseeable and unforeseeable water shortages, which occur when available water supplies are reduced to a level that cannot support typical demand at any given time. The WSCP serves as a planning document to guide the City Council, staff, and the public by identifying response actions that allow for efficient and accountable management of water shortages with predictability and transparency. While the WSCP does not provide absolute direction, it offers a range of response options to address varying water shortage conditions.

Water shortages may be triggered by hydrologic limitations in supply—such as prolonged periods of below-normal precipitation and runoff—failures or limitations in supply or treatment infrastructure, or a combination of both. Hydrologic or drought-related shortages typically develop and subside gradually, whereas infrastructure-related shortages tend to occur more suddenly and unpredictably. Water supplies may be interrupted or substantially reduced due to events such as drought, earthquakes that damage delivery or storage facilities, regional power outages, or toxic spills that affect water quality.

This WSCP describes the following:

1. **Water Supply Reliability Analysis.** Summarizes the Indio's water supply analysis and reliability and identifies the key issues that may trigger a shortage condition.
2. **Annual Water Supply and Demand Assessment Procedures.** Describes the key data inputs, evaluation criteria, and methodology for assessing the system's reliability for the coming year and the steps to formally declare any water shortage levels and response actions.
3. **Six Standard Shortage Stages.** Establishes water shortage levels to clearly identify and prepare for shortages.
4. **Shortage Response Actions.** Describes the response actions that may be implemented or considered for each stage to reduce gaps between supply and demand as well as minimize social and economic impacts to the community.
5. **Communication Protocols.** Describes communication protocols under each stage to ensure customers, the public, and City Council are informed of shortage conditions and requirements.
6. **Compliance and Enforcement.** Defines compliance and enforcement actions available to administer demand reductions.
7. **Legal Authority.** Lists the legal documents that grant Indio the authority to declare a water shortage and implement and enforce response actions.
8. **Financial Consequences of WSCP Implementation.** Describes the anticipated financial impact of implementing water shortage stages and identifies mitigation strategies to offset financial burdens.
9. **Monitoring and Reporting.** Summarizes the monitoring and reporting techniques to evaluate the effectiveness of shortage response actions and overall WSCP implementation. Results are used to determine if additional shortage response actions should be activated or if efforts are successful and response actions should be reduced.
10. **WSCP Refinement Procedures.** Describes the factors that may trigger updates to the WSCP and outlines how to complete an update.
11. **Special Water Features Distinctions.** Identifies exemptions for ponds, lakes, fountains, pools, and spas, etc.
12. **Plan Adoption, Submittal, and Availability.** Describes the process for the WSCP adoption, submittal, and availability after each revision.

Indio is one of six agencies in the Coachella Valley participating in the development of a 2025 Regional Urban Water Management Plan (RUWMP). Each agency is adopting the RUWMP to meet its reporting requirements under the Urban Water Management Planning Act (UWMP Act). Each agency is also adopting its own WSCP. The agencies have sought to align their shortage levels and shortage response actions to the extent possible, with the intent of reducing confusion for neighboring customers during a shortage. This document is compliant with the California Water Code (CWC) Section 10632 and incorporated guidance from the California Department of Water Resources (DWR) 2025 UWMP Guidebook(DWR 2026).

2 Water Supply Reliability Analysis

This section provides a summary of the supply reliability analysis presented in Chapter 4 of the RUWMP and highlights key issues that could create a shortage condition.

The water supplies of the agencies in the Coachella Valley generally have a high degree of reliability. The RUWMP participating agencies meet most of their urban demands with groundwater produced from the Indio and Mission Creek Subbasins of the Coachella Valley Groundwater Basin. The groundwater basin is large enough to provide storage that allows continued production during dry periods. Because production exceeds the recharge provided by precipitation and return flows, the agencies use imported water to recharge the groundwater basin. These sources of imported water for recharge include:

- Colorado River water that CVWD receives primarily through the Coachella Canal for replenishment at Thomas E. Levy Groundwater Replenishment Facility (GRF) and Palm Desert GRF, and a small portion through Metropolitan Water District of Southern California's (MWD's) Colorado River Aqueduct for replenishment at Whitewater River GRF.
- State Water Project (SWP) water that CVWD and Desert Water Agency (DWA) have rights to receive. Because the SWP infrastructure does not extend into the Coachella Valley, CVWD and DWA have an exchange agreement with MWD to receive Colorado River water from its Colorado River Aqueduct to for replenishment at Whitewater River GRF. In return, MWD receives SWP water through the SWP infrastructure based on the annual SWP allocations to CVWD and DWA.

Drought conditions are not expected to affect CVWD's Colorado River water supply due to the agency's high priority allocation. Colorado River water is not a direct source of urban water supply; it is used for groundwater replenishment and non-potable irrigation uses. If a reduction in Colorado River water supply occurred, CVWD would initially reduce deliveries to groundwater replenishment projects. Subsequent reductions in delivery would be applied by the CVWD Board of Directors as provided in CVWD's Canal Water Shortage Contingency Plan, Chapter 3.10, Article XII of CVWD's administrative code (CVWD 2026).

Drought conditions in the Sierra Nevada would influence the SWP water allocation; thus reducing the SWP Exchange water received by CVWD and DWA. Reductions in SWP allocations have occurred during prior droughts and SWP reliability is forecasted by DWR to continue declining with future climate changes (DWR 2025). SWP exchange water is used for replenishment of the Indio and Mission Creek Subbasins and is not a direct source of urban water supply. Consequently, water use restrictions due to drought involving the SWP water supply would likely be implemented only during a prolonged drought.

During dry periods when less imported water is available, groundwater production will exceed the amount of recharge, and the volume of groundwater in storage will be reduced. However, these reductions can be reversed in wet years when additional imported water is available. The Coachella Valley Groundwater Basin is a large basin which provides a buffer during dry periods, thus allowing the agencies to develop long-term plans and programs to manage regional water supplies. The Indio Subbasin Alternative Plan Update (Indio Subbasin GSAs 2021) and Mission Creek Subbasin Alternative Plan Update (Mission Creek Subbasin Management Committee 2021) both address groundwater sustainability considering hydrologic variability of replenishment supplies and other local water sources.

The reliability analysis for Indio is presented in Section 7.7 of Indio's chapter of the RUWMP. Although that analysis demonstrates that the region's urban water supply is reliable, there are potential issues that could create a shortage condition. These include:

- An extended drought more severe than historic events, possibly exacerbated by climate change.
- A natural disaster or a malevolent act that leads to prolonged disruption of imported water delivery from the Colorado River or the SWP.
- Reductions in imported water supply due to environmental restrictions related to endangered species or habitat protection.
- Identification of a currently unregulated contaminant that has widespread effects on the region's groundwater supply.
- Regulatory mandates to reduce water use.

Water shortage contingency planning provides a way to plan for these risks and anticipate actions that can be implemented to manage the impacts. This plan describes how Indio intends to respond to such shortage events. The responses have been aligned with those of other RUWMP participating agencies to the extent possible.

3 Annual Water Supply and Demand Assessment Procedures

Indio is required to prepare an Annual Water Supply and Demand Assessment (Annual Assessment) and submit it to DWR each year. The Annual Assessment is intended to meet requirements of Water Code Section 10632.1 and present an assessment of the likelihood of a water shortage occurring during the next 12 months. This section of the WSCP outlines the procedures that Indio will use to prepare the Annual Assessment. The procedures defined in this section will allow Indio to follow a consistent annual procedure for making the determination of whether to activate the WSCP.

3.1 Decision Making Process

DWR requires a defined decision-making process for performing the Annual Assessment. The process and anticipated timeline are presented in Table 1.

Table 1. Annual Assessment Decision-Making Process

Anticipated Timeline of Each Year	Activities
February	Indio staff review available data related to anticipated supplies and demands.
March	The six agencies participating in the Coachella Valley RUWMP review the data and determine whether a consistent region-wide determination on water supply reliability can be made. If needed, individual agencies may elect to activate their WSCP at different shortage levels than other participating agencies.
April	Indio staff will make a determination whether to recommend implementation of shortage response actions.
May	If shortage response actions are to be implemented, Indio management will present the recommendation to the governing board for consideration. If the governing board decides to implement the WSCP, it will provide public notice of a hearing to consider changes in the implementation of the shortage response actions.
June	Indio staff prepares the Annual Assessment and submits to DWR by July 1.

3.2 Data and Methodologies

This section describes the data and methodologies that will be used to evaluate water system reliability for the Annual Assessment.

3.2.1 Evaluation Criteria

Indio will rely on locally applicable criteria for each annual assessment. These criteria will include the findings of the annual reports prepared for the Indio Subbasin and the Mission Creek Subbasin for compliance with the Sustainable Groundwater Management Act. Findings from the annual Engineer's Report on Water Supply and Replenishment Assessment will also be incorporated.

3.2.2 Water Supply

Indio's anticipated supplies will be quantified for the near-term future, and descriptive text will be used to note any anticipated reductions in supply.

3.2.3 Current Year Unconstrained Customer Demand

Indio will prepare an estimate of unconstrained demand (as the term is used in Water Code Section 10632(a)(2)(B)(i)). The estimated demand will be calculated using the demand projection approach described in Section 4 of each agency's chapter of the RUWMP, in combination with updated data for connections, climate, changes in land use, and recent water usage history.

3.2.4 Current Year Supply

Indio will describe the anticipated use of water supplies for the coming year, with the anticipation that the following year will be dry. The supplies will be characterized in a manner consistent with the RUWMP, in combination with updated data for climate and recent observations.

3.2.5 Infrastructure Considerations

Indio will describe any potential infrastructure constraints on the ability to deliver adequate supplies to meet expected customer demands in the coming year. Indio will verify that its system of wells, pipelines, pump stations, and storage tanks have adequate capacity to deliver the anticipated demands. Indio will describe any anticipated capital projects that are intended to address constraints in production, treatment, or distribution.

3.2.6 Other Factors

Indio will describe any specific locally applicable factors that could influence or disrupt supplies. Indio will also describe unique local considerations that are considered as part of the Annual Assessment.

4 Six Standard Water Shortage Levels

The RUWMP participating agencies have elected to use the six standard shortage levels included in guidance documents prepared by DWR. The six standard water shortage levels correspond to progressively increasing estimated shortage conditions (up to 10-, 20-, 30-, 40-, 50- percent, and greater than 50-percent shortage compared to the normal reliability condition). These levels are identified in Table 2.

Table 2. Water Shortage Contingency Plan Levels

Shortage Level	Percent Shortage Range	Description	Narrative Summary of Shortage Response Actions
1	Up to 10%	Normal water supplies	Mandatory prohibitions defined by the state, ongoing rebate programs
2	Up to 20%	Slightly limited water supplies	Outdoor water use restrictions on time of day, increased water waste patrols
3	Up to 30%	Moderately limited water supplies	Outdoor water use restrictions on days per week, restrictions on filling swimming pools
4	Up to 40%	Limited water supplies	Limits on new landscaping, expanded public information campaign
5	Up to 50%	Significantly limited water supplies	Limits on watering of parks or school grounds
6	Greater than 50%	Severe shortage or catastrophic incident	No potable water use for outdoor purposes

Each level in Table 2 represents an anticipated reduction in the supplies that would normally be available to Indio. These supply reductions could be the result of a variety of potential causes including natural forces, system component failure or interruption, regulatory actions, contamination, or any combination of factors. Indio may need to activate shortage levels across its entire service area or within certain areas that are impacted by an event.

The levels involve voluntary and mandatory conservation measures and restrictions, depending on the causes, severity, and anticipated duration of the water supply shortage. The locally appropriate shortage response actions that would be taken at each level to address the resulting gap between supplies and demands are described in the following section.

5 Shortage Response Actions

This section describes the shortage response actions that would be taken by Indio at each shortage level. These actions have been grouped into categories including:

- Supply Augmentation Actions
- Demand Reduction Actions and Mandatory Use Restrictions
- Operational Changes

5.1 Supply Augmentation

For long-range planning, Indio continues to evaluate opportunities for transfers, exchanges, and other purchases of imported water to increase supply reliability. CVWD and DWA collaborate to replenish the Indio and Mission Creek Subbasins with imported water, creating a stored supply that can be used for emergencies or longer-term shortages. CVWD and DWA are also making investments in increasing supply reliability from the SWP through the Delta Conveyance Facility and in securing new supplies like Sites Reservoir.

Additionally, the RUWMP participating agencies continue to implement water conservation measures and increase use of recycled water usage to reduce groundwater demand. Indio's demand management programs are described in Indio's chapter of the RUWMP.

In their WSCP, agencies have the option of identifying short-term supply augmentation actions that would be taken during a shortage. These actions are intended to be separate from the long-range planning efforts to sustainably manage the groundwater basin. The short-term supply augmentation measures that could be implemented are presented in Table 3.

Table 3. Supply Augmentation and Other Actions

Shortage Level	Supply Augmentation Methods and Other Actions by Water Supplier	How much is this going to reduce the shortage gap?		Additional Explanation or Reference
		Volume or Percentage	Shortage Gap Reduction Value	
1 - 6	Exchanges	Percentage	1-2%	Emergency connections with neighboring agencies could be activated or constructed to help exchange water with adjoining systems.
5	Other Actions	Percentage	1-2%	In areas where recycled water or other non-potable supply is available, customers could be mandated to use these supplies and cease use of potable water.
6	Other Actions	Percentage	1-2%	Additional non-potable water sources such as new shallow groundwater wells.

5.2 Demand Reduction Actions and Mandatory Use Restrictions

The RUWMP participating agencies have aligned their demand reduction actions to the greatest extent possible, while allowing each agency to tailor its response to the unique characteristics of its service area. The agencies conducted public workshops to gather input on actions that could be taken during a water shortage. The input from stakeholders was used to select and prioritize actions that reflected the values of the community. Key elements of the input included:

- The importance of recognizing the conservation efforts that many customers have already made and not imposing requirements for all customers to meet the same percentage reduction in water use.
- The importance of involving Homeowner Associations (HOAs) to help implement and communicate response actions to individuals.
- The benefits of tiered rates in allowing customers to pay less for their basic efficient use and more for excessive use.
- A balanced program should include incentives (such as expanded rebates for turfgrass removal) as well as penalties (such as drought rates).
- A range of approaches is needed to communicate with customers and end users, including social media, web sites, bill inserts, presentations, and virtual tours, ideally in multiple languages.

The demand reduction actions that could be implemented at each shortage level are shown in Table 4. During a shortage, Indio may implement some or all of the actions as needed, depending on actual conditions. As described in Section 7.9 of Indio's chapter of the RUWMP, Indio implements demand management measures (DMMs) to increase water use efficiency. The RUWMP includes descriptions of water waste prevention ordinances, metering, conservation pricing, and public education and outreach programs for conservation.

Indio implements mandatory restrictions on water use through the City Municipal Code, Title 5 Public Works, Chapter 54 Water, Subchapter 4 Water Conservation, as reflected in Attachment A. This code includes all of the demand reduction actions listed in Table 4 and describe penalties addressed in Section 6.

Table 4. DWR 8-3R: Demand Reduction Actions

Shortage Level	ID	Demand Reduction Actions	How much is this going to reduce the shortage gap?		Penalty or Enforcement
			Volume or Percentage	Shortage Gap Reduction Value	
1	A	Applying any water to outdoor landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures is prohibited.	Percentage	0-1%	No
	B	Using any water in a fountain or other decorative water feature is prohibited, unless the water recirculates.	Percentage	0-1%	No
	C	Applying water to driveways, sidewalks, concrete or asphalt is prohibited unless to address immediate health and safety needs. Reasonable pressure washer or water broom use is permitted.	Percentage	0-1%	No
	D	Spray irrigation of outdoor landscapes during and within 48 hours after rainfall of 0.10 inches is prohibited.	Percentage	0-1%	No
	E	Using a hose to wash a vehicle, windows, or solar panels is prohibited unless an automatic shut-off nozzle or pressure washer is used.	Percentage	0-1%	No
	F	Broken sprinklers shall be repaired within five business days of notification by agency, and leaks shall be repaired as soon as practical.	Percentage	0-1%	No
	G	Draining and refilling of private swimming pools is discouraged, unless necessary for health and safety or leak repair.	Percentage	0-1%	No
	H	Hotels will provide guests the option of choosing not to have towels and linens laundered daily.	Percentage	0-1%	No
	I	City shall discourage overseeding.	Percentage	0-1%	No
	J	City shall provide rebates for landscape efficiency.	Percentage	2-3%	No
	K	City shall offer water use surveys/audits.	Percentage	1-2%	No
	L	City shall provide rebates on plumbing fixtures and devices.	Percentage	1-2%	No

Shortage Level	ID	Demand Reduction Actions	How much is this going to reduce the shortage gap?		Penalty or Enforcement
			Volume or Percentage	Shortage Gap Reduction Value	
2	A	Outdoor water use is prohibited during daylight hours for spray irrigation except for leak checks or with an agency approved conservation alternative plan.	Percentage	1-2%	Yes
	B	Restaurants can serve water only on request.	Percentage	1-2%	Yes
	C	City shall encourage use of non-potable water for construction, if available.	Percentage	0-1%	No
	D	City shall actively discourage overseeding.	Percentage	0-1%	No
	E	Outdoor water budget shall be reduced by 10%.	Percentage	1-2%	Yes
	F	City shall expand public information campaign.	Percentage	1-2%	No
	G	City shall increase water waste patrols.	Percentage	1-2%	Yes
	H	City shall reduce hydrant and dead-end line flushing.	Percentage	0-1%	No
3	A	Outdoor water use is allowed only three days a week for spray irrigation (Monday, Wednesday, and Friday).	Percentage	2-3%	Yes
	B	Drip or subterranean irrigation is allowed seven days per week, during non-daylight hours.	Percentage	1-2%	Yes
	C	Commercial nurseries are to use water only on alternate days during non-daylight hours for outside operations.	Percentage	0-1%	Yes
	D	Decorative ponds, non-irrigation system golf course water hazards, fountains, and other waterscape features are not to be filled or replenished.	Percentage	0-1%	Yes
	E	No filling of swimming pools or landscaping ponds unless necessary for health and safety or leak repair.	Percentage	0-1%	Yes
	F	Commercial car washes must use recycled water or recirculating water systems.	Percentage	1-2%	Yes
	G	Spray irrigation of medians and parkways is prohibited.	Percentage	1-2%	Yes
	H	City shall encourage counties, cities, Homeowners Associations (HOAs) and other enforcement agencies to suspend code enforcement and fines for brown turfgrass areas and to otherwise comply with new State laws regarding limitations on such enforcement.	Percentage	0-1%	No
	I	City shall strengthen customer billing messages with use comparisons.	Percentage	1-2%	No

Shortage Level	ID	Demand Reduction Actions	How much is this going to reduce the shortage gap?		Penalty or Enforcement
			Volume or Percentage	Shortage Gap Reduction Value	
	J	City shall implement water use audits targeted to key customers to ensure compliance with directives.	Percentage	1-2%	No
	K	City shall expand rebate programs.	Percentage	1-2%	No
4	A	Turfgrass landscapes shall not be watered, except where subterranean or non-potable water systems are used.	Percentage	2-3%	Yes
	B	City shall implement or modify drought rate surcharge.	Percentage	2-3%	Yes
	C	City shall reduce outdoor water budget by up to 25%.	Percentage	2-3%	Yes
	D	City shall expand public information campaign.	Percentage	1-2%	No
5	A	Watering turfgrass is prohibited.	Percentage	2-3%	Yes
	B	The use of misting systems is prohibited.	Percentage	1-2%	Yes
	C	Turfgrass at parks and school grounds are to be watered with recycled water, if available, or not at all.	Percentage	1-2%	Yes
	D	Golf course greens and tees may be watered no more than two times per week during non-daylight hours with recycled water, or not at all.	Percentage	1-2%	Yes
	E	Trees, desert plants and shrubs may be watered only with drip, subterranean or non-adjustable bubbler irrigation systems during non-daylight hours.	Percentage	2-3%	Yes
	F	Agency shall reduce outdoor water budget by up to 50%.	Percentage	2-3%	Yes
	G	Agency shall impose moratorium or net zero demand on new connections.	Percentage	N/A	Yes
6	A	Commercial nurseries shall discontinue all use of potable water for watering and irrigation.	Percentage	0-1%	Yes
	B	Watering of livestock is permitted as necessary.	Percentage	N/A	Yes
	C	Outdoor water use is prohibited.	Percentage	2-3%	Yes
	D	Initial filling of swimming pools or landscaping ponds shall be prohibited.	Percentage	1-2%	Yes
	E	Restaurants must use disposable cups, plates, and utensils.	Percentage	0-1%	Yes
	F	Mandatory rationing shall be implemented.	Percentage	2-3%	Yes

5.3 Operational Changes

Indio has identified potential operational changes that could be made to help address a short-term gap between demands and available supplies. These include improved monitoring and analysis of customer water usage, reductions in flushing of hydrants and dead-end lines, and use of emergency connections with neighboring water agencies. Some of the potential actions are included in Table 4. Indio may also expedite planned system improvement projects that include reduction in water loss (e.g., replacement of water mains that are experiencing higher rates of leaks and breaks).

5.4 Additional Mandatory Restrictions

Indio has identified a series of restrictions that could be implemented at different shortage levels. These restrictions are included in the demand reduction actions in Table 4.

5.5 Emergency Response Plan

The Water Code requires that an agency's WSCP address catastrophic water shortages and plans to address them. This information can be addressed in the agency's Emergency Response Plan (ERP). Indio's ERP contains sensitive information related to potential vulnerabilities or impacts of natural disasters or malevolent acts. Therefore, these documents are not typically made publicly available.

Indio's ERP outlines specific disaster-related procedures to guide staff in responding efficiently to catastrophic interruptions of water supply.

Five of the RUWMP participating agencies collaborate on planning efforts, including emergency response, through the Coachella Valley Regional Water Management Group (CVRWMG). In addition, CVWD, DWA, Indio, and MSWD are members of the California Water/Wastewater Agency Response Network (CalWARN), which supports and promotes emergency preparedness. More information about CalWARN is available at their web site at www.calwarn.org.

The region's imported water supplies from the Colorado River and the SWP could be disrupted by an earthquake. Because the agencies use local groundwater to meet urban demands, the agencies could continue to meet short term urban demands with groundwater production. The agencies have installed backup generators at key water production facilities to allow continued operation during a power outage.

DWR has plans in place to make emergency repairs to the SWP, and MWD has plans in place to make emergency repairs to the CRA. CVWD has plans to make emergency repairs to the Coachella Canal. CVWD staff receives regular Incident Command System (ICS) training through the Federal Emergency Management Agency (FEMA), and drills are conducted routinely. CVWD remotely monitors the status of most key facilities at CVWD headquarters, which enables it to detect areas affected by disasters.

RUWMP participating agencies also participate in ICS training and regularly monitor key water facilities remotely.

If imported water supplies were disrupted for an extended period, it would reduce the water supply available for replenishment of the groundwater basin. It could also lead to increased groundwater pumping by non-urban users who normally use imported canal water. Indio would implement levels of this WSCP as needed if pumping needed to be decreased while imported water supplies were interrupted.

5.6 Seismic Risk Assessment and Mitigation Plan

Water Code Section 10632.5 requires agencies to assess seismic risk to water supplies as part of their WSCP. The code also requires a mitigation plan for managing seismic risks. In lieu of conducting their own seismic risk assessment, which can be a lengthy process, suppliers can comply with the Water Code requirement by submitting the relevant local hazard mitigation plan or multi-hazard mitigation plan.

Indio is a participant in the Riverside County Multi-Jurisdiction Local Hazard Mitigation Plan (MJLHMP) which was updated in 2025 (Riverside County 2023). The Riverside County MJLHMP includes an assessment of the region's vulnerability to a broad range of hazards, including earthquakes. It also describes mitigation strategies and actions to reduce the impacts of a seismic event. The RUWMP

participating agencies continue to include seismic risk assessment in their planning process for system improvements.

5.7 Shortage Response Action Effectiveness

As a standard operating procedure, water is tracked through the production, distribution, and billing systems. During water shortage conditions, water use can be measured in comparison to what is considered to be a normal year demand (i.e., current customer base with approximately average rainfall), or in reference to a specific base year as may be dictated by Statewide requirements.

The effectiveness of actions initiated at each shortage response is challenging to measure and can vary significantly Effectiveness is also impacted by successful communication and outreach efforts. It is also difficult to assess the effectiveness of each activity separately as each stage implements several activities at once. For the purpose of WSCP implementation, it is assumed that the upper end of the water savings would come from the use of multiple demand reduction actions in a stage. Reduction in the shortage gap for Stages 2-6 assume all measures in the previous stage(s) are implemented and those savings are counted toward the total reduction in the shortage gap.

6 Communication Protocols

Timely and effective communication is a key element of WSCP implementation. Indio will need to inform customers, the general public, and other government entities of WSCP actions taken during a water shortage (either one determined by the Annual Assessment, an emergency, catastrophic, or other event). An overview of planned communication approaches is provided in Table 5. These protocols have been aligned between the RUWMP participating agencies where possible, but some are tailored to the needs of Indio's service area. Indio will adjust its communication strategy as needed to address issues that are impacting the entire service area or limited areas.

Table 5. Communication Plan Outline

At all times	Level 1 Up to 10% Voluntary Conservation	Level 2 Up to 20% Mandatory Conservation	Levels 3 and 4 Up to 30% or 40% Mandatory Conservation	Levels 5 and 6 Up to 50% or Over 50% Mandatory Conservation
Standard outreach efforts in effect (media relations, social media, website)	Update message platform to reflect conditions, District response, and needed actions from public	Update campaign and messages to generate immediate actions/behaviors by public, include information on enforcement actions	Update campaign and messages to raise awareness for more severe water-saving actions/behaviors by public, highlight need for reduced outdoor water use	Update campaign and messages to reflect extreme or emergency condition and likely need to focus water use on health/safety needs
Promote ongoing Water Use Efficiency (WUE) programs and tools and partnerships designed to achieve long-term water management goals	Announce status change to key stakeholders and general public (e.g., News release, social media, etc.)	Announce status change to key stakeholders and general public (e.g., News release, social media, etc.)	Announce status change to key stakeholders and general public (e.g., News release, social media, etc.)	Announce emergency status to key stakeholders and general public (e.g., News release, social media, etc.)
Standard coordination with MWD and regional partners	Include increased conservation messages on website and in standard outreach efforts; provide regular condition updates to stakeholders/media	Supplement Level 1 activities with additional tactics as needed; provide regular condition updates to stakeholders/media	Supplement Level 2 outreach with additional tactics as needed; provide regular updates to stakeholders/media on conditions	Supplement Level 3-4 outreach with additional tactics as needed; provide regular condition updates to stakeholders/media on conditions
Board reports on public communication and water-use efficiency outreach activities at least annually.	Enhance promotion of ongoing WUE programs/tools; deploy targeted advertising	Conduct issue briefings with elected officials, other key civic and business leaders	Conduct specialized outreach to HOAs and local organizations	Suspend promotion of long-term WUE programs/tools to focus on imminent needs
	Initiate regular Board reports on campaign efforts	Increase promotion of ongoing WUE programs/tools	Promote available water assistance resources for vulnerable populations; specialized outreach to impacted industries	Continue enhanced coordination with neighbor agencies and local/state/federal policy makers as needed (e.g. daily or weekly briefings or email updates, etc.)

7 Compliance and Enforcement

This section describes how Indio will ensure compliance with and enforce provisions of the WSCP. The RUWMP participating agencies have worked together to align their policies where possible, but each agency implements its compliance and enforcement actions within its service area.

7.1 Penalties

The penalties that could be imposed for non-compliance are summarized in Table 6 and are described in detail in the City Municipal Code § 54.061 Penalties as adopted through Ordinance 1662 and 1762.

Table 6. Enforcement Actions

Water Shortage Level	First Violation	Second Violation (within 12 months)	Third Violation (within 12 months)	Subsequent Violations	Additional Information
1-6	Written notice by regular mail	Written notice by regular mail and surcharge of 25% of the person's water bill	Written notice by regular mail and surcharge of 50% of the person's water bill	Written notice by regular mail and surcharge of 50% of the person's water bill	If water wasting continues, water service may be shut off and misdemeanor charges filed, at the discretion of the City Manager.

7.2 Appeals and Exemption Process

This section describes the appeals and exemption processes.

Any water user violating the regulations and restrictions on water use may receive a written notice for the violation. The water user shall have seven days from receipt of the notice to submit a written request for a hearing. If no hearing is requested, or at the hearing it is determined that the water user has committed a violation, a civil penalty may be levied.

The government codes and ordinances that are used to implement these policies and processes are discussed in Section 7.

8 Legal Authorities

This section describes the legal authorities that Indio relies upon to implement the shortage response actions and the associated enforcement actions.

Chapter 54 of the Indio Municipal Code provides the legal authority to enforce water service conditions, including the WSCP, as described in Attachment A.

8.1 Declaration of Water Shortage

In accordance with Water Code Chapter 3 (commencing with Section 350) of Division 1 general provisions regarding water shortage emergencies, Indio shall declare a water shortage emergency in the event of a catastrophic interruption in supply.

8.2 Proclamation of Local Emergency

Indio shall coordinate with any city or county within which it provides water supply services for the possible proclamation of a local emergency under California Government Code, California Emergency Services Act (Article 2, Section 8558).

Table 7 contains a list of contacts for all cities or counties for which the RUWMP participating agencies provide service in the WSCP. Along with developed coordination protocols, this can facilitate compliance with this section of the Water Code in the event of a local emergency as defined in subpart (c) of Government Code Section 8558.

Table 7. City and County Coordination on Proclamation of Emergencies

City or County	Contact	CVWD	CWA	DWA	Indio	MDMWC	MSWD
Imperial County	Office of Emergency Services	X					
Riverside County	Emergency Management Department	X	X	X	X	X	X
City of La Quinta	Emergency Management Division	X			X	X	
City of Indio	Emergency Services Coordinator	X	X		X		
City of Coachella	Emergency Services Coordinator	X	X		X		
City of Palm Desert	Emergency Services Coordinator	X					
City of Cathedral City	Emergency Manager	X		X			
City of Indian Wells	Emergency Services Coordinator	X					
City of Rancho Mirage	Emergency Services Coordinator	X					
City of Palm Springs	Emergency Management Coordinator			X			X
City of Desert Hot Springs	Emergency Services Coordinator			X			X

9 Financial Consequences of WSCP Implementation

This section describes the anticipated financial consequences to Indio of implementing the WSCP. The description includes potential reductions in revenue due to lower water sales and increased expenses associated with implementing the shortage response actions.

9.1 Financial Impacts and Mitigation Action

Potential financial impacts of implementing the WSCP could include:

- Reduced revenue from reduced water use
- Increased staff costs for tracking, reporting, patrolling, and enforcing restrictions

- Economic impacts associated with water-dependent businesses in the service area Potential mitigation measures include:
- Triggering of drought rate structures or surcharges
- Using financial reserves
- Reducing operation and maintenance expenses (expenses related to source of supply and pumping will fall due to reduced water production)
- Deferring capital improvement projects
- Reducing future projected operation and maintenance expenses
- Increasing fixed readiness-to-serve charge
- Increasing commodity charge and water adjustment rates to cover revenue shortfalls
- Seeking alternative source of funding, such as state or federal grants or loans
- Other financial management mechanisms

Indio will monitor financial conditions during a water shortage and take appropriate actions as needed. Indio maintains financial reserves that can be used to continue operations during a period of reduced water sales. Indio has the ability to increase water rates or implement surcharges or penalties to increase revenues from water sales.

9.2 Reporting Cost of Compliance with Excessive Water Use Prohibition During Drought Emergency

To ensure customers comply with the restrictions implemented in a water shortage emergency, additional costs may be incurred to monitor and enforce response actions. The incurred cost may vary depending on the shortage stage and duration of the water shortage emergency. The cost of compliance may be tracked when a shortage is declared. Indio may track staff time and resources used to implement the WSCP, including reduced revenue, implementing and enforcing shortage response actions, and communication and outreach efforts.

10 Monitoring and Reporting

This section describes how Indio will monitor and report on implementation of the WSCP. Indio will gather data on key water use metrics and use the data to evaluate the effectiveness of response actions in achieving their intended water use reduction purposes. Indio will also gather data on customer compliance to evaluate the effectiveness of enforcement actions. Indio will gather and report data at frequencies adequate to meet reporting requirements established by the State Water Resources Control Board and other government agencies as needed

Indio will monitor water use by customers using billing systems and operational control systems to monitor production and consumption. Each customer is metered, and billing records will be compiled and used to observe trends in water consumption. Each groundwater well and water connection point is also metered, and production records will be used to observe trends in water production. Levels in reservoirs can be monitored using the operational control systems to help identify potential high usage or leaks.

Indio staff may also perform field visits and record observations to monitor water use and identify potential issues for follow-up.

For agencies that have budget-based rates, the consumption by customers will be compared to the water budgets to determine effectiveness of response actions. For agencies without defined water budgets for each customer, the consumption records will be aggregated by customer class to evaluate response actions and identify potential additional measures.

11 WSCP Refinement Procedures

Indio will monitor the implementation of this plan to evaluate its effectiveness as an adaptive management tool. The monitoring and reporting program described in Section 9 will provide information on the effectiveness of the shortage response actions during any shortage levels that may be invoked. If Indio determines that the shortage response actions are not effective in producing the desired results, Indio will initiate a process to refine the WSCP. Indio will consider the addition of new shortage response actions or changing the levels when shortage response actions are implemented. Suggestions for refinements will be collected from agency staff, customers, industry experts, and the general public. The RUWMP participating agencies will share data and suggestions for refinement to identify opportunities to increase the effectiveness of the WSCP while maintaining alignment with other agencies in the region when possible.

12 Special Water Feature Distinction

The RUWMP participating agencies have distinguished swimming pools and spas as recreational water features, while non-pool and non-spa water features are considered decorative water features. This distinction is used in the shortage response actions because decorative water features have the potential to use recycled water, while most pools and spas (recreational water features) use potable water for health and safety considerations. However, this distinction does not apply to the hot mineral spring pools and spas throughout the Desert Hot Springs area; while they are recreational, they also do not rely on potable water.

Pursuant to the City Municipal Code under Chapter 54, Subchapter 4 Water Conservation, water features definitions are provided and as reflected in Table 4, different stages may implement various prohibitions and restrictions. For example, under Stage I – Normal water supplies, draining and refilling of private swimming pools is discouraged, unless necessary for health and safety or leak repair. As discussed in Section 6, compliance and enforcement procedures are in place under the code that could result in penalties.

13 Plan Adoption, Submittal, and Availability

This 2025 WSCP was presented for adoption at the City Council public meeting on June 17, 2026. Notifications were sent to the cities and counties as described in the 2025 RUWMP. To comply with the notice to the public, Indio published notices in the local newspaper at least two weeks in advance with five days between publications. The WSCP was also made available prior to the public hearing.

The WSCP was formally adopted on June 17, 2026, by City Council Resolution included in the 2025 UWMP. The WSCP was made available to all staff, customers, and any affected cities, counties, or other members of the public at Indio’s office and online within 30 days of the adoption date.

The WSCP was submitted to DWR via the Water Use Efficiency Data Portal at the same time as the 2025 UWMP, but no later than July 1, 2026. A hard copy of the 2025 UWMP and WSCP were submitted to the California State Library within 30 days of adoption. Electronic and/or hard copies were provided to all cities and counties within Indio’s service area within 30 days of adoption.

Based on DWR’s review of the WSCP, Indio will make any amendments in its adopted WSCP, as required and directed by DWR. If Indio revises its WSCP, then an electronic copy of the revised WSCP will be submitted to DWR within 30 days of its adoption.

14 References

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Riverside County, Emergency Management Department. 2023. County of Riverside Operational Area, *Multi-Jurisdictional Local Hazard Mitigation Plan (MJLHMP).* Revised May 2025. Available: https://rivcoready.org/sites/g/files/aldnop181/files/users/user41/MJLHMP%205.1.25a.pdf. Accessed: March 2026.

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Mission Creek Subbasin Management Committee. 2021. *2022 Mission Creek Subbasin Alternative Plan Update*. Available: http://www.missioncreeksubbasinsgma.org/alternative-plan-update/. Accessed: February 2026.

Attachment A. City of Indio Municipal Code

§ 54.050. Purpose and intent. [Ord. 1662, 10-15-2014]

The purpose of this article is to establish voluntary and imposed water conservation standards intended to alter behavior related to water use efficiency and further establishes four stages of action to be implemented during times of declared water shortage or declared water shortage emergency, with increasing restrictions on water use in response to worsening drought or emergency conditions and decreasing supplies. As used herein, the term "article" shall refer to and mean §§ 54.050 through 54.063.

§ 54.051. Authority of the City Manager. [Ord. 1662, 10-15-2014]

(A) The City Manager is hereby authorized and directed to implement the applicable provisions of this article in order to protect the public health, safety and welfare.

(B) The City Manager is hereby authorized and directed to implement the stages of action as set forth in the Urban Water Management Plan, Water Shortage Contingency Plan, developed and adopted pursuant to Cal. Water Code §§ 10620 et seq., (“Water Shortage Contingency Plan”) pursuant to the provisions of this article. The Water Shortage Contingency Plan includes any amendments that may be adopted from time to time.

§ 54.052. General prohibition; applicability. [Ord. 1662, 10-15-2014]

(A) No person shall use or permit the use of potable water provided by the City of Indio through the Indio Water Authority (“city”) for residential, commercial, industrial or any other purpose in violation of any provision of this article or in excess of the amount permitted by the stages of action of the Water Shortage Contingency Plan set forth in this article. The provisions of this article shall apply to all persons, customers and property served by the city wherever situated.

(B) The provisions of this article do not apply to uses of water necessary to protect the public health and safety or for essential government services, such as police, fire, and other similar emergency services.

(C) The provisions of this article do not apply to the use of reclaimed or recycled water.

§ 54.053. Determination of water shortage. [Ord. 1662, 10-15-2014]

A water supply shortage exists when the City Manager determines that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. When the City Manager finds that such conditions have been satisfied, he or she shall recommend to the City Council that a resolution to declare the appropriate stage of action be adopted. The City Manager has discretion to determine that certain mandatory restrictions may be appropriate for implementation at an earlier stage and may recommend such restriction for implementation.

§ 54.054. Procedures. [Ord. 1662, 10-15-2014; Ord. 1762, 7-21-2021]

(A) In the event the City Manager determines that water supply conditions require the

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implementation of Stage II, Stage III, Stage IV, Stage V, or Stage VI of the Water Shortage Contingency Plan, or parts thereof, the following actions shall be taken:

(1) The City Manager shall declare, at a noticed public hearing of the City Council, implementation of the appropriate stage of action as set forth in §§ 54.056 through 54.060.

(2) The City Council shall adopt a resolution affirming the declaration made by the City Manager.

(3) Within ten days after adoption of the resolution, the city shall publish a copy of the resolution in a newspaper used for the publication of official notices.

(B) None of the restrictions contained in Stage II, Stage III, Stage IV, Stage V, or Stage VI of the Water Shortage Contingency Plan, shall be applicable and subject to enforcement until the City Council adopts a resolution imposing the restrictions at a duly noticed public hearing. Such restrictions shall continue until repealed by resolution of the City Council.

(C) The City Manager shall direct staff to provide public education material and notices to all water users advising them of the actions taken by the City Manager and the water use restrictions included in the water stage of action.

(D) In the event that the City Manager declares, and the City Council approves, implementation of Stage VI of the Water Shortage Contingency Plan ("Severe Shortage or Catastrophic Incident"), the City Manager may also request specific reductions in water allocations to conserve water for the greatest public benefit. The City Council shall declare a Water Emergency in the manner and on the grounds provided in Cal. Water Code § 350 before the City Manager's requested reductions may take effect.

§ 54.055. Stage I — Normal water supplies (up to 10% shortage range). [Ord. 1662, 10-15-2014; Ord. 1762, 7-21-2021]

Stage I represents the normal operating condition where all persons are advised to use water wisely and practice water conservation measures to avoid wasting water. The City Manager or his or her designee has authority to declare a Stage I state of action without further action of the City Council. The following prohibitions and actions shall take effect in the event that the City Manager declares Stage I stage of action:

(A) Applying any water to outdoor landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures shall be prohibited.

(B) Using any water in a fountain or other decorative water feature shall be prohibited, except where the water is part of a recirculating system.

(C) Applying water to driveways, sidewalks, concrete or asphalt shall be prohibited, unless to address immediate health and safety needs. Reasonable pressure washer or water broom use shall be permitted.

(D) Spray irrigation of outdoor landscapes during and within 48 hours after rainfall of 0.10 inches

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shall be prohibited.

(E) Using a hose to wash a vehicle, windows, or solar panels, shall be prohibited, unless an automatic shut-off nozzle or pressure washer is used.

(F) Broken sprinklers shall be repaired within five business days of notification by city, and leaks shall be repaired as soon as practical.

(G) Draining and refilling of private swimming pools shall be discouraged, unless necessary for health and safety or leak repair.

(H) Hotels shall provide guests the option of choosing not to have towels and linens laundered daily.

(I) City shall discourage overseeding.

(J) City shall provide rebates for landscape efficiency.

(K) City shall offer water use surveys/audits.

(L) City shall provide rebates on plumbing fixtures and devices.

§ 54.056. Stage II — Slightly limited water supplies (up to 20% shortage range). [Ord. 1662, 10-15-2014; Ord. 1681, 10-21-2015; Ord. 1762, 7-21-2021]

The following prohibitions and actions shall take effect in the event that the City Manager declares a Stage II stage of action:

(A) Outdoor water use shall be prohibited during daylight hours for spray irrigation, except for leak checks or a city-approved conservation alternative plan.

(B) City shall encourage use of non-potable water for construction, if available.

(C) City shall actively discourage over-seeding.

(D) Restaurants shall serve water only upon request.

(E) Outdoor water budget shall be reduced by 10%.

(F) City shall expand its public information campaign.

(G) City shall increase water waste patrols.

(H) City shall reduce frequency of hydrant and dead end line flushing.

§ 54.057. Stage III — Moderately limited water supplies (up to 30% shortage range). [Ord. 1662, 10-15-2014; Ord. 1673, 5-20-2015; Ord. 1762, 7-21-2021]

The following prohibitions and actions shall take effect in the event that the City Manager declares a Stage III stage of action:

(A) Outdoor water use shall be allowed three days a week for spray irrigation (Monday, Wednesday, Friday).

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(B) Drip or subterranean irrigation shall be allowed seven days per week during non-daylight hours.

(C) Commercial nurseries shall use water only on alternate days during non-daylight hours for outside operations.

(D) Decorative ponds, non-irrigation system golf course water hazards, fountains, and other waterscape features shall not to be filled or replenished.

(E) Swimming pools or landscaping ponds shall not be filled, unless necessary for health and safety or leak repair.

(F) City shall encourage counties, cities, Homeowner Associations (HOAs) and other enforcement agencies to suspend code enforcement and fines for brown turf areas and to otherwise comply with new state laws regarding limitations on such enforcement.

(G) Commercial car washes shall use recycled water or recirculating water systems.

(H) Spray irrigation of medians and parkways shall be prohibited.

(I) City shall strengthen customer billing messages with use comparisons.

(J) City shall implement water use audits targeted to key customers to ensure compliance with directives.

(K) City shall expand rebate programs.

§ 54.058. Stage IV — Limited water supplies (up to 40% shortage range). [Ord. 1662, 10-15-2014; Ord. 1762, 7-21-2021]

The following prohibitions and actions shall take effect in the event that the City Manager declares a Stage IV stage of action:

(A) Turfgrass landscapes shall not be watered, except where subterranean or non-potable watering systems are used.

(B) City shall implement a moratorium on new turfgrass landscaping.

(C) City shall implement or modify drought rate surcharge.

(D) Outdoor water budget shall be reduced by up to 25%.

(E) City shall expand public information campaign.

§ 54.059. Stage V — Significantly limited water supplies (up to 50% shortage range). [Ord. 1762, 7-21-2021]

The following prohibitions and actions shall take effect in the event that the City Manager declares a Stage V stage of action:

(A) Watering turfgrass shall be prohibited.

(B) Turfgrass at parks and school grounds shall be watered with recycled water, if available, or

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not at all.

(C) Golf course greens and school grounds shall be watered no more than two times per week during non-daylight hours with recycled water, or not at all.

(D) Trees, desert plants and shrubs shall be watered only with drip, subterranean or non-adjustable bubbler irrigation systems during non-daylight hours.

(E) Outdoor water budget shall be reduced by up to 50%.

(F) City shall implement a moratorium or net zero demand on new connections.

(G) New construction meters for water service shall not be issued.

(H) Water service through construction meters shall not be made available.

(I) The use of misting systems shall be prohibited.

§ 54.060. Stage VI — Severe shortage or catastrophic incident (greater than 50% shortage range). [Ord. 1762, 7-21-2021]

The following prohibitions and actions shall take effect in the event that the City Manager declares a Stage VI stage of action:

(A) Commercial nurseries shall discontinue all use of potable water for watering and irrigation.

(B) Watering of livestock shall be permitted, as necessary.

(C) Outdoor watering shall be prohibited.

(D) Initial filling of swimming pools or landscaping ponds shall be prohibited.

(E) Restaurants shall use disposable cups, plates, and utensils.

(F) Mandatory rationing shall be implemented.

§ 54.061. Penalties. [Ord. 1662, 10-15-2014; Ord. 1762, 7-21-2021]

(A) Violation of the water use restrictions of §§ 54.056 through 54.060 shall be penalized as follows:

(1) First violation. The Indio Water Authority General Manager or his designee ("General Manager") shall issue a written notice of the fact of a first violation to the person.

(2) Second violation. For a second violation during any one water shortage declaration, the General Manager may impose a surcharge in the amount equal to 25% of the person's water bill.

(3) Third violation. For a third violation during any one water shortage declaration, the General Manager may impose a surcharge in the amount equal to 50% of the person's water bill.

(4) Fourth and subsequent violation. For a fourth and each subsequent violation during any

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one water shortage declaration, the General Manager may install a flow restricting device of one (1) gallon per minute capacity for services up to one and one-half (1-1/2) inch size, and comparatively sized restrictors for larger services, on the service of the person at the premises at which the violation occurred for a period of not less than forty-eight (48) hours. The city shall charge the person the reasonable costs incurred for installing and for restoration of normal service. Normal service shall not be restored until all the account has been made current and all charges have been paid. In addition, the surcharge provided in division (A)(3) of this section shall continue to apply.

(B) In addition to any penalties imposed herein, a fourth or subsequent violation during any one water shortage declaration of the water use restrictions of §§ 54.056 through 54.060 shall also constitute a misdemeanor unless, at the discretion of the City Prosecutor, the violation is charged as an infraction.

(C) Notice of the violation shall be provided as follows:

(1) Notice of a first violation shall be given in writing by regular mail.

(2) Notice of second or subsequent violations shall be given in writing in the following manner:

(a) By giving the notice to the customer personally; or

(b) If the customer is absent from or unavailable at the premises at which the violation occurred, by leaving a copy with some person of suitable age and discretion at the premises and sending a copy through the regular mail to the address at which the customer is normally billed; or

(c) If a person of suitable age or discretion cannot be found, by affixing a copy in a conspicuous place at the premises at which the violation occurred and also sending a copy through the regular mail to the address at which the customer is normally billed.

(3) The notice shall contain a description of the facts of the violation, a statement of the possible penalties for each violation, and a statement informing the customer of the right to a hearing on the merits of violation pursuant to § 54.063.

§ 54.062. Relief from compliance. [Ord. 1662, 10-15-2014; Ord. 1762, 7-21-2021]

(A) A person may file an application for relief from any provision of this article. The City Manager shall develop such procedures as necessary to resolve such application for relief, and shall take reasonable steps to resolve the application for relief. The decision of the City Manager shall be final. The City Manager may delegate these duties and responsibilities under this section as appropriate.

(B) The application for relief may include a request that the person be relieved, in whole or in part, from the water use restrictions of this article.

(C) In determining whether to grant relief and the nature of any relief, the City Manager shall take into consideration all relevant factors including, but not limited to, the following:

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(1) Whether the applicable reduction in water consumption will result in unemployment;

(2) Whether additional persons have been permanently added to the household;

(3) Changes in vacancy factors in multi-family housing;

(4) Increased number of permanent employees in commercial, industrial, and governmental offices;

(5) Increased production requiring increased water;

(6) Water uses during new construction;

(7) Adjustments to water use caused by emergency health or safety hazards;

(8) First filling of a permit-constructed swimming pool; and

(9) Water use necessary for reasons related to family illness or health.

(D) In order to be considered, an application for relief must be filed with the General Manager within 20 days from the date of the mailing of the water bill which is the subject matter of the application. No relief shall be granted unless the person shows that he or she has achieved the maximum practical reduction in water consumption other than in the specific areas in which relief is being sought.

§ 54.063. Hearing regarding violations. [Ord. 1662, 10-15-2014; Ord. 1762, 7-21-2021]

(A) Any person receiving notification of violation of this article may request a hearing by filing an appeal along with the appeal fee with the General Manager within 15 days of mailing or other delivery of the notice of violation. The appeal fee shall be in an amount set by City Council resolution.

(B) The person's timely written request for a hearing shall automatically stay installation of a flow-restricting device on any customer's premises until the Administrative Hearing Officer renders his or her decision.

(C) The person's timely written request for a hearing shall not stay the imposition of a surcharge. If it is determined that the surcharge was wrongly charged and paid, the Indio Water Authority shall credit any amount due to the unpaid water bill.

(D) The decision of the Administrative Hearing Officer shall be final.

§ 54.064.1. Landscape and water conservation. [Ord. 1528, 3-5-2008; Ord. 1563, 12-16-2009; Ord. 1762, 7-21-2021]

(A) Water waste prevention. Water waste from inefficient landscape irrigation allowing runoff, low head drainage, overspray or other conditions where water flows onto roadways, adjacent property or non-irrigated property is prohibited.

(B) Prohibition on certain covenants conditions and restrictions, all development. It shall be unlawful for covenants, conditions and restrictions of any development project or homeowners association to require the use of water-intensive landscaping or prohibit low

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water use landscaping.

(C) Landscaping equipment.

(1) Water meters. Separate landscape water meters shall be installed for all projects except for single family homes. All commercial, industrial and apartment buildings must have separate meters for landscaping installed by January 1, 2013.

(a) All meters are the property of the Indio Water Authority.

(b) Consumers, contractors, or any other person shall not tamper with or make inoperable any permanent meter that is installed to record water usage.

(c) All new construction shall have separate landscaping meters.

(d) Portable meters shall be installed on hydrants to record water use for construction use, air quality dust control or any other water use deemed acceptable by the Indio Water Authority. Meters shall be obtained from the Indio Water Authority.

(e) Only Indio Water Authority meters shall be used to record water usage in the Authority's service area.

(2) Controllers. Automatic evapotranspiration, ET, controller systems or moisture sensing devices shall be required for all irrigation systems and must be able to accommodate all aspects of the design.

(3) Valves. Plants which require different amounts of water shall be irrigated by separate valves. If one valve is used for a given area, only plants with similar water use shall be used in that area. Anti-drain (check) valves shall be installed in strategic points to minimize or prevent low-head drainage.

(4) Sprinkler heads. Heads and emitters shall have consistent application rates within each control valve circuit. Sprinkler heads shall be selected for proper area coverage, application rate, operating pressure, adjustment capability, and ease of maintenance.

(5) Rain sensing override devices. Rain sensing override devices shall be required on all irrigation systems.

(6) Soil moisture sensing devices. It is recommended that soil moisture sensing devices be considered where appropriate.

(7) Vertical stops. Sprinklers must be equipped with vertical stops installed just below the sprinkler head which automatically shut off water to a broken sprinkler head.

(8) Backflow devices and valves. No consumer, contractor or any other person shall tamper with backflow devices or distribution valves without consent of the Indio Water Authority. Repairs of backflow devices shall be done by companies approved and authorized by the Indio Water Authority.

(9) Master values. Master values must be installed on all systems with a flow sensor for automatic shut off of the station based on 10% over flow rate.

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(D) Remedies nonexclusive. Enforcement remedies provided in this chapter are not exclusive. The city may take all, or any combination of these actions against a person, as well as any other enforcement remedies which the city may have available.

(E) Administrative remedies.

(1) Notice of violation. Whenever an authorized enforcement official determines there has been a violation of this chapter, the official may serve a notice that enumerates the violations found and order compliance by a certain date.

(2) Administrative compliance order. Whenever an authorized enforcement official determines that a violation of this chapter has occurred, the official may require the submission of a detailed compliance schedule, including the actions that will be taken to correct said violation(s) or prevent future recurrences of said violation(s), to the authorized enforcement official for approval. A compliance order shall not relieve the violator of liability for any violation, including any continuing violation.

(3) Cease and desist order. Whenever an authorized enforcement official determines that a violation of this chapter is occurring, or that past violations are likely to recur, the authorized enforcement official may issue an order to cease and desist and take such appropriate remedial or preventive action as may be needed to properly address a continuing or potential violation, including halting operations and/or terminating the discharge.

(4) Termination of service. If the violation continues after the issuance of a cease and desist order, irrigation service to the facility may be turned off and remain off until corrective actions are taken to the satisfaction of the authorized enforcement official.

(5) Administrative civil penalties. The city may serve an administrative complaint on any person who has violated, or continues to violate, any provision of this chapter. Each day on which each instance of noncompliance shall occur or continue shall be deemed a separate and distinct violation. Procedures for application of administrative civil penalties shall be in accordance with standard procedures adopted by the city.

(F) Violations deemed a public nuisance.

(1) In addition to the penalties hereinbefore provided, any condition caused or permitted to exist in violation of any of the provisions of this chapter is a threat to the public health, safety and welfare, and is declared and deemed a nuisance, and may be summarily abated and/or restored by any authorized enforcement official, and/or civil action to abate, enjoin or otherwise compel the cessation of such nuisance may be taken by the city.

(2) If any violation of this chapter constitutes a seasonal and recurrent nuisance, the city shall conduct a hearing to consider revocation of a permit by serving notice to the permittee a notice of intention to revoke. The city will set forth the grounds for the hearing and designate a time and a place for the hearing.

(G) Guidelines adopted, procedure for amendment and modification. The Indio Water Authority Board and City Council shall from time to time consider and adopt “Landscape and Water

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Conservation Guidelines" as Section 4 of the City's "Development Services Procedural Guidelines." City and Indio Water Authority staff shall apply these guidelines to all new development and may amend or modify same administratively as deemed necessary and appropriate by the City Manager/Executive Director or his or her designee. Within 90 days of approval of any administrative amendment or modification of these guidelines, the City Manager/Executive Director shall present a summary of same to the City Council and the Indio Water Authority Board for review and ratification at a public meeting.

§ 54.064.2. Water efficient landscape development standards. [Ord. 1684, 1-20-2016; Ord. 1762, 7-21-2021]

(A) This section shall apply to the following landscape projects:

(1) New development projects with an aggregate landscape area equal to or greater than 500 square feet requiring a building, landscape permit, plan check or design review;

(2) Renovated landscape projects with an aggregate landscape area equal to or greater than 2,500 square feet requiring a building or landscape permit, plan check or design review; and

(3) Existing landscapes installed before January 1, 2010 and over one acre in size, except that such landscapes shall be limited to complying with only those programs that the city or Indio Water Authority may adopt from time to time, which may include, but not be limited to, irrigation water analyses, irrigation surveys and irrigation audits that verify landscape water use does not exceed the maximum applied water allowance (MAWA) for existing landscapes. The maximum applied water allowance (MAWA) for existing landscapes shall be calculated as: MAWA = (.70) (ETo) (LA) (.62/748) unless landscape plans were submitted and approved under a stricter water conserving ordinance.

(B) This section does not apply to:

(1) Registered local, state or federal historical sites;

(2) Ecological restoration projects that do not require a permanent irrigation system;

(3) Mined-land reclamation projects that do not require a permanent irrigation system; or

(4) Plant collections, as part of botanical gardens and arboretums open to the public.

(C) Prior to installation, a landscape documentation package shall be submitted to the city for review and approval for all landscape projects subject to the provisions of this section. Any landscape documentation package submitted to the city shall comply with the provisions of the City of Indio/Indio Water Authority's Landscape and Irrigation System Design Criteria or, where service is provided by another water purveyor, the relevant landscape and irrigation system design criteria adopted by that water purveyor.

(D) Verification of compliance of the landscape installation with the approved plans shall be obtained through a certification of completion issued by the Indio Water Authority or other water purveyor in conjunction with a certificate of use and occupancy or permit process. The

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certificate of completion shall be filed with the Development Services Department.

(E) The city may delegate to, or enter into a contract with, another public agency, including the Indio Water Authority, to implement, administer, and/or enforce any of the provisions of this chapter on behalf of the city.

(F) The "City of Indio/Indio Water Authority Landscape and Irrigation System Design Criteria," attached as Appendix A to Ordinance No. 1684 and any amendments thereto, is hereby adopted and incorporated herein by reference as if fully set forth below. The Director of Development Services or Indio Water Authority General Manager may amend this Design Criteria from time to time in a manner consistent with the purpose and intent of this section. One copy of the Design Criteria shall remain on file in the Office of the City Clerk.

(G) The City Council may establish by resolution fees for the cost of reviewing and monitoring landscape documentation packages and landscape irrigation audits. The landscape documentation review fee shall be due at the time that the landscape documentation package is initially submitted to the city.

(H) A violation of this section, including any provision of the City of Indio/Indio Water Authority Landscape and Irrigation System Design Criteria may be subject to an administrative citation pursuant to Chapter 12 of this code, except that the amount of fine shall be $250 per violation.

(I) An applicant, property owner or designee of any applicable project may appeal decisions rendered pursuant to this section, other than the imposition of penalties, to the City Manager or his or her designee, in writing, within 15 days of notification of the decision. The City Manager's decision shall become final on the fifteenth day following service of written notification of said decision unless a timely appeal to the City Council is submitted to the City Clerk within 15 days of notification of the City Manager's decision. The City Council's decision shall be final upon its adoption.

(J) The requirements of this section apply in addition to other applicable landscape development standards contained in Title XV of this code, including but not limited to § 162.120. In the event of any conflict between this section and the provisions of Title XV, the provision that contains the more stringent landscaping water efficiency requirement(s) shall control.

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