



FREQUENTLY ASKED QUESTIONS

about your new water rates

How am I charged for water?

Your bill is composed of two types of charges, fixed and volumetric.

A fixed meter charge (meter service charge) is based on the size of meter (in inches) serving your property and stays the same from month to month. The volumetric charges on your bill reflect the amount of water you use in a billing period and are calculated by a water-budget based tiered rate billing structure.

What are tiered rates?

There are five tiers of rates. Tiers are determined by your household water budget. Tier 1 is the water allocated for all indoor water needs.

The rest of your water budget is in tier 2 and is charged at a lower rate than the higher tiers. If you exceed your water budget and your usage enters tiers 3-5, you may be charged up to four times the base rate.

What are CVWD's domestic water rates?

Visit www.cvwd.org/rates for current rates.

What is a water budget?

Customers are allocated a reasonable amount of water based on each customer's needs. Residential water budgets include an indoor budget and an outdoor budget.

For commercial customers, the indoor water budget is based on the number of equivalent dwelling units (EDUs) assigned to the property by CVWD when the business was established or repurposed.

An EDU is a term used to compare the wastewater flows generated from a commercial business to those generated by a single family residential unit.

How did my indoor water budget change?

The indoor portion of your water budget (tier 1) decreased from 10 ccf to 8 ccf (1 ccf, or hundred cubic feet is equal to 748 gallons).

With this new allocation, the indoor budget is about 6,000 gallons of water per household, which is equal to 50 gallons per person per day for a family of four. Customers can request larger indoor water budget if more people live in the home.

Numbers are based on water industry standards, which

reflect advances in water efficient appliances and fixtures.

How are outdoor water budgets calculated?

- Size of landscaped area of each property.
- Historical weather data which will now provide an advanced monthly water use target.
- A plant factor that reflects how much water needs to be applied to your landscape.
- An irrigation efficiency factor, which is a reflection of a system's efficiency.

What happens to my budget if my billing period is longer than 30 days?

Water budgets are adjusted for the number of days in a billing cycle, whether it is less or more than 30 days. Billing periods can vary depending on when the meter is read.

How did my outdoor water budget change?

Outdoor water budgets have been adjusted to promote water conservation.

Outdoor budgets are now designed with a plant factor and irrigation efficiency calculation to allow for approximately 50 percent grass and 50 percent desert-landscaping. The previous calculation allowed for 100 percent grass.

Although drought penalties and conservation targets have been lifted, everyone should continue to conserve and be mindful of their water use.

How can I reduce my water bill?

There are many steps you can take to reduce your water usage. It may be hard to believe, but 70 to 80 percent of an average family's water use is outdoors. Irrigating your landscape more efficiently is the best way to reduce your water usage.

Water waste restrictions are also in place, which ask that you prevent water runoff and repair broken sprinklers within 48 hours. For a complete list of restrictions visit www.cvwd.org/conservation.

What if I think my water budget is unfair?

CVWD is happy to re-evaluate your water needs and adjust your budget as appropriate. Our goal is to encourage water conservation and reward efficient irrigation, not penalize customers. Call (760) 398-2651 to request an appeals form.