



COACHELLA VALLEY WATER DISTRICT

Established in 1918 as a public agency

GENERAL MANAGER
Jim Barrett

ASSISTANT GENERAL MANAGER
Robert Cheng

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0400.
0645.

Dear CVWD Customer,

Welcome to the Coachella Valley Water District. When you turn on the faucet, you will be receiving high quality drinking water pumped from the valley's underground aquifer. The water is treated, tested and delivered to nearly 108,000 homes and businesses across the Coachella Valley. CVWD's responsibility to the community doesn't end there. With a work force of approximately 500 employees and a service area of 1,000 square miles, we also provide Colorado River water to farmers and golf courses in the east valley, collect wastewater from homes and businesses and treat and recycle the water at six facilities throughout the valley. We also offer regional stormwater protection and manage a groundwater replenishment program.

Perhaps our most important responsibility is proper management of the valley's water resources to ensure a long-term supply. CVWD's management promotes a multi-tiered, team approach that focuses on: importing water to replenish what's taken from the aquifer, providing alternate sources of water, such as recycled and Colorado River water, for non-drinking purposes and educating and supporting residents about wise water use. Doing your part includes fixing wasteful leaks, giving landscaping the proper amount of water and converting grass to desert plants when it makes sense to do so. CVWD uses a water budget-based tiered rate billing system to curb excess water use and reward water-efficient customers.

In this packet you will find informative brochures about how to reduce water waste, manage your CVWD account, prepare for an emergency and more. There is also an order form for other materials that might interest you. In addition, CVWD's website is a valuable source of information about water-related topics, district organization and events. Please visit the site at www.cvwd.org.

If you have any comments, concerns or suggestions for improvement, please contact Scott Burritt, our Customer Services Manager at (760) 398-2661 ext. 2548 or by email at SBurritt@cvwd.org.

Sincerely,

Jim Barrett
General Manager
Coachella Valley Water District