

Welcome to Coachella Valley Water District

A guide to our services



This guide provides helpful information on the following topics:

Ways to pay your bill

Common billing questions

How to use our website

Ways to stay connected with us

Facts about your water rates

Who we are and what we do

Common questions about drinking water

Water conservation

Outreach & Education

Stay connected with us!

Visit www.cvwd.org for more information on the following topics and much more!

Sign up for free e-billing and payment services.

Register today for e-notifications to stay up to date on the latest water-related news and information.

Download our app to pay your bill, report water waste, find upcoming events, view job opportunities and much more! Download it from the App Store or Google Play.

Connect with us on Facebook and Twitter!

Mission Statement

To meet the water-related needs of the people through dedicated employees, providing high quality water at a reasonable cost.

Governance

CVWD is a special district established by the state legislature and governed by a five-member Board of Directors elected to four-year terms by district voters. Each director lives in and represents one of five directorial divisions in the district, and is elected by voters who also live in that division. The Board of Directors set policy and represent the ratepayers.

The Board of Directors typically meet the second and fourth Tuesday of each month at 8 a.m. at district offices. Board meetings are open to the public.

District policies are regulated by several state and federal agencies including the State Water Resources Control Board, California Department of Public Health and the California Environmental Protection Agency. Because the district is a government agency and not a private company, it is not regulated by the Public Utilities Commission.

Fields of Service

While a large part of the district's history is in agricultural irrigation, today it meets the water-related needs of more than 110,000 homes and businesses across 1,000 square miles in the following areas of service:

- 💧 Domestic Water
- 💧 Groundwater Replenishment and Imported Water
- 💧 Wastewater Treatment
- 💧 Recycled Water
- 💧 Storm Water Protection and Flood Control
- 💧 Agricultural Irrigation and Drainage
- 💧 Water Conservation

Making every drop count since 1918

Customer Service

Ways to pay your bill

Pay My Bill Online

An online account allows you to make electronic bill payments, enroll in e-billing and view billing statements. You can also update your contact information.

We accept Visa, Mastercard, Discover, American Express, PayPal, Venmo and checks.

You can enroll for an online profile using your 12-digit account number as soon as your water service account is established.

Bank Bill Pay

CVWD accepts payments electronically from your bank's online bill pay system. When using online banking, please remember to include your CVWD account number. The account number is 12-digits in length (please include the dash), without commas, periods, spaces, or alpha characters. Payments must be made through U.S. banks.

Automatic Checking Payment

No more writing checks, buying stamps or standing in line! Your monthly payment can be automatically deducted from your checking account. To submit your request online, please visit the Pay My Bill section at www.cvwd.org. Should you have any questions, call Customer Service at (760) 391-9600.

Telephone Payment

To pay by phone, call the CVWD automated system 24/7 at (760) 391-9600. Customer Service representatives are available Monday through Friday from 8 a.m. to 5 p.m. Visa, Mastercard, Discover, American Express, PayPal, Venmo and checks are accepted.

By Mail

Mail a check, money order, or cashier's check drawn on a U.S. bank to the address on the opposite page. Please include the payment stub.

Mail payments to:

Coachella Valley Water District
Post Office Box 5000
Coachella, CA 92236

In person

You may pay your water bill at either the Palm Desert Operations Building or Coachella office Monday through Friday, 7:30 a.m. to 5 p.m. Drop boxes are available at each entrance 24/7 for your convenience.

Palm Desert Operations
75525 Hovley Lane East
Palm Desert, CA 92211

Coachella Office
51501 Tyler Street
Coachella, CA 92236

Time line for termination of service

DAY	ACTION
1	First bill mailed
15	Bill due date
16	Customer is delinquent
25	1.5% Late Charge Assessed
30	Second bill mailed with past due balances and fees
40	Past Due Notice mailed; \$25 delinquency fee assessed
45	Second bill is due
60	Third bill mailed with past due balances and fees
61	Final Notice of pending shut-off mailed to customer
68	Turn-off notice phone call to customer (via Interactive Voice Response automated telephone system)
73	Notice of Imminent Disconnection of Water Service sent to service address, if required – \$25 Fee Applies
75	Third bill is due
76	Service terminated; meter locked; restoration of service charge due

What if I need help paying my bill online?

For questions regarding your online account, email customerservice@cvwd.org or call (760) 391-9600 Monday through Friday from 8:00 a.m. to 5:00 p.m.

How to create an online profile

Step 1: Visit www.cvwd.org and click the Login/Pay My Bill icon on the homepage.



Step 2: Select **Register Now** at the top of the page and fill in the required fields.

Step 3: Log in to your profile and choose **Add Account**.

Step 4: Input your 12-digit account number and choose your billing and notification options.

Step 5: Agree to the Terms & Conditions and click **Add Account**.

Online Account Management is easy, convenient and free! Here are some of the features:

- ◆ View payment and billing history
- ◆ Access copies of previous bills
- ◆ Enroll to receive eBills with email or text notifications
- ◆ Pay multiple accounts at one time
- ◆ Store multiple payment methods
- ◆ Sign up for Auto Pay and updates

Make a one-time payment without logging into the CVWD website.

- Select the **Login/Pay My Bill** icon on the homepage.
- Select **One Time Payment** on the left and enter your 12-digit account number. Your information will not be stored for future use.



Help2Others

ASSISTANCE PROGRAM

Coachella Valley Water District has partnered with United Way of the Desert to provide assistance to customers who need help paying their water bill.

Program highlights are listed below:

- ✓ Eligible residential customers can receive a \$100 credit on their water bill once in a 12-month period.
- ✓ The program is limited to CVWD residential customers only.
- ✓ United Way of the Desert manages the program and helps customers with the application process.

For assistance, call United Way of the Desert at (760) 323-2731 to make an appointment to apply in person.



We're here for you!

If you have questions or concerns about your water bill, contact us! We are here to help answer questions or provide assistance, including on-site conservation review visits. Call us at (760) 391-9600 Monday through Friday, 8 a.m. to 5 p.m. (excluding holidays). Or email customerservice@cvwd.org.

How to use our website

www.cvwd.org

Check out all you can do at www.cvwd.org from the convenience of your home.

Pay My Bill (e-bill notification)

Save paper and help preserve our environment by enrolling in our electronic bill notification program. You will be notified by email when your new bill is available.

Start, Stop Service

New customer, moving, new tenant or have a commercial property? You can easily complete these forms online.

Keep your account up to date

The accuracy of your contact information largely depends on the quality of the information you provide to us.

Let us know if there are any errors in your personal or billing information. Notify us of any changes such as a change of address, telephone number or email address. Contact us if you purchase or rent a new home and need to establish or stop water service.

To update your personal information, email us at customerservice@cvwd.org or call us at (760) 391-9600. You can also manage your account online at www.cvwd.org.

Rates

In this section you can view current water rates for domestic (drinking water), sanitation and other accounts. Here, you can also learn how to read your water bill. In addition, you can download an appeal form if you feel that your water budget is incorrect.

Frequently asked questions

A list of common questions are answered on this page such as "How is my water use determined?"



Stay connected with us!

Sign up for email notifications at www.cvwd.org. Choose from a variety of topics including landscape workshops, tours, conservation tips and emergency alerts, just to name a few.

Read CVWD's new domestic water customer newsletter, Water News. This quarterly newsletter is designed to keep customers connected with the latest events, services, rebates, discounts and much more!

Like us on Facebook and follow us on Twitter to stay up-to-date with the latest water related news and information. CVWD's Facebook posts include conservation tips, news releases, event information and other water-related topics.

Download the CVWD app from the App Store or Google Play. Pay your bill, report water waste, find upcoming events, view job opportunities and much more!

Ten facts about your water rates



1 CVWD's domestic (drinking) water rates are calculated to reflect the true cost of providing water to more than 110,000 customers. There is a fixed monthly service charge based on your meter size. Most single-family residential customers have a $\frac{3}{4}$ inch meter.

2 CVWD uses a water budget-based tiered rate billing structure. Water budgets represent the indoor and outdoor water needs of each customer.

3 Residential indoor water budgets (tier 1) are charged at the base rate and also allocate 6,000 gallons of water per household, which is equal to 50 gallons per person per day for a family of four.

For commercial customers, indoor water budgets are incorporated into tier 2 budgets and based on the business' wastewater flows, which is water used and sent into the sewer systems.

If you are a new business and want to ensure your water budget is accurate for the type of service you provide, please contact the Water Management Office at (760) 398-2651.

4 Water budgets are adjusted for the number of days in a billing cycle, which can vary depending on when the meter is read. For example, if your invoice reflects a 35 day billing cycle, your water budget will be adjusted to reflect a 35 day budget.

5 Outdoor water budgets (tier 2) are calculated individually for all residential and landscape customers based on the following information:

- ✓ Size of landscaped area of each parcel.
- ✓ 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.

6 Efficient water users who stay within their budget pay lower rates (tiers 1 and 2). Inefficient water users who exceed their budget pay more. In times of drought, penalties may be added to your bill. Visit www.cvwd.org/rates for current rates.

7 Domestic water use is measured and billed in units of 100 cubic feet (ccf). One ccf is equal to 748 gallons.

8 Your monthly bill reflects if you are within your water budget and provides an estimated forecast of your next two water budgets. In addition, you are billed only for the water you use. If you are using more water than you are budgeted, visit www.cvwd.org for conservation tips.

9 Tap water costs less than two-tenths of a penny per gallon, which is a true bargain considering the energy, resources and expertise required to treat, test and deliver safe and reliable water to your home every day.

10 The cost of treating and delivering water to your home and business is based on several factors, including: increasingly stringent drinking water regulations, maintenance and operation of an aging infrastructure, energy costs and the need to invest in imported supplies to combat overdraft of local groundwater sources.



Who we are and what we do

Coachella Valley Water District first ventured into providing drinking water to Coachella Valley residents in 1961, when it took over the operations of two privately held water companies. At the time it served only 1,100 active water meters.

Today, the district is the largest provider of drinking water in the Coachella Valley. It operates more than 100 wells and serves a population of 290,000 from Cathedral City to the Salton Sea.

CVWD works hard to deliver safe, clean water to your home or business. Drinking water, also known as domestic water, comes from the Coachella Valley's own aquifer. This water is pumped from wells up to 1,200 feet deep and stored until needed in 61 enclosed reservoirs. From there, it is delivered to approximately 110,000 homes and businesses via a network of nearly 2,000 miles of pipelines.

More about what we do

Protect public health & deliver high quality drinking water

- ◆ CVWD tests more than 15,000 water samples each year to monitor the water quality of drinking water delivered to customers.
- ◆ These samples are analyzed for more than 100 regulated and non-regulated substances. This required monitoring adds to the cost of providing water.
- ◆ Highly trained employees monitor the water systems and collect water samples that are tested at the district's state-certified laboratory. Some specialized tests are performed by other certified laboratories.

Replenish groundwater & import water supplies

- ◆ Since 1973, CVWD and Desert Water Agency (DWA) have jointly replenished more than 3.6 million acre-feet (about 1 trillion gallons) of water into the aquifer.
- ◆ CVWD and DWA have a combined allocation of 194,100 acre-feet of State Water Project Water per year.
- ◆ CVWD operates groundwater replenishment facilities.

Collect & treat wastewater

- ◆ Nearly 6.3 billion gallons of wastewater (sewage) is collected annually.
- ◆ CVWD maintains more than 1,000 miles of sewer pipelines and more than 28 lift stations that collect and transport wastewater to the nearest of five wastewater reclamation plants.

Use recycled & nonpotable water for irrigation purposes

- ◆ 54 golf courses out of 106 use a nonpotable water source, which is 51% of golf courses in the Coachella Valley.
- ◆ In 2018, CVWD provided 23,139 acre feet of nonpotable water (which includes 9,847 acre-feet of recycled water) to nonpotable water customers in the mid-valley area, meeting 88% of their demand.

Learn more about your drinking water

All CVWD drinking water comes from a groundwater basin, also known as an aquifer. The Coachella Valley's aquifer is located underground. It contains sand and gravel, which allows water to fill the spaces between the rocks under a clay layer.

In addition, the sand and gravel act as a natural water filter, resulting in high quality drinking water.

CVWD provides high quality drinking water to more than 109,000 homes and businesses, from wells drilled into a natural groundwater basin.

Drinking water wells are approximately 1,200 feet deep to reach the highest quality water within the aquifer. Pumps push the water up to one of 61 distribution reservoirs. Water is then delivered to customers via 2,015 miles of distribution piping.

More than 95 wells pump groundwater into pipes for immediate delivery to homes and businesses. Groundwater that is not used immediately is stored in enclosed reservoirs for later use.

CVWD reservoirs are secured sites primarily located in elevated locations, allowing gravity to provide water pressure to customers' homes.



Common drinking water questions

Why does my tap water look cloudy?

Occasionally, tiny air bubbles in tap water cause a cloudy appearance. Air dissolves into water when pressurized which occurs in the groundwater basin and in the water pipes that deliver water to your tap.

Is it OK to drink when cloudy?

The bubbles are harmless and pose no health risk. The air bubbles will dissipate if you let the water sit in a glass for a few minutes.

What affects the taste of my water?

The taste of drinking water is affected by its mineral content as well as the presence of chlorine, which is used to protect against potential bacterial contamination. Sometimes plumbing can cause a metallic flavor, especially if water has been sitting in pipes unused for several days. Taste, however, does not indicate a higher or lower degree of water quality.

Why does tap water leave spots on my glasses and showerhead?

Several types of minerals can be attributed to tap water. Minerals containing calcium and magnesium are common in local groundwater supplies and are responsible for the white spots observed when tap water is allowed to dry on household surfaces. While these spots may be unwelcome, these naturally occurring minerals in your tap water provide protective internal coating deemed optimum for controlling corrosion of your home's water pipes and plumbing fixtures.

The most common mineral deposits are lime, rust and calcium. Mineral deposits that are allowed to accumulate over time on household surfaces can become more problematic to remove. Routine household maintenance such as wiping water droplets from surfaces before evaporation occurs can help prevent mineral deposits.

Water conservation is a team effort

Water use restrictions are state law and being enforced, some are listed below:



- ◆ No irrigation during or within 48 hours after measurable rainfall.
- ◆ Broken sprinklers must be repaired within 24 hours of notification.
- ◆ Eating establishments may only serve drinking water upon request.
- ◆ Hotels and motels must provide guests with the option of choosing not to have towels and linens laundered daily.
- ◆ Applying water to outdoor landscapes in a manner that causes runoff to adjacent property, roadways, parking lots, etc. is prohibited.
- ◆ Using a hose to wash an automobile, windows, solar panels, and tennis courts, except where the hose is equipped with a shut-off nozzle, is prohibited.
- ◆ Applying any water to any hard surface including, but not limited to, driveways, sidewalks, and asphalt is prohibited.
- ◆ Homeowners' associations or community service organizations cannot block, stifle, or threaten homeowners from reducing or eliminating the watering of vegetation or lawns during a declared drought emergency.

Visit www.cvwd.org for updates and information.



Tip: Report water waste by downloading the CVWD mobile app, by calling 1-(888)-398-5008 or by visiting www.cvwd.org to report waste online.

CVWD offers many resources to help residents conserve water inside and outside their homes.

[Rebate and discount programs are listed below.](#)

Landscape rebates are available to HOA, business and residential customers. Homeowners can receive \$2 per square foot, up to \$10,000, for converting grass lawns to desert-friendly landscaping. Conversion projects must be pre-approved to be eligible for a rebate.

Smart controllers are free for eligible residents; CVWD will refund half the cost for large landscape customers.

Spray Nozzle Conversion rebates cover the cost of new generation irrigation nozzles (up to \$4 each) with a maximum of \$2,000 for residential customers.

Indoor water conservation kits are free for residents.

High Efficiency Toilet Rebates reimburse customers replacing an old toilet with a newer more efficient one. Rebates of up to \$100 per toilet. Commercial establishments, such as hotels, can receive a rebate of up to \$140 per toilet for installing water-efficient toilets.

High-Efficiency Washing Machine rebates are available to residential customers can receive a rebate of up to \$150 for installing a new high-efficiency washing machine. Qualifying washing machines must be an Energy Star certified high-efficiency model with a water factor of 4.5 or less.

Hot Water Recirculating Pump rebates can help residential customers cover the costs of installing a Hot Water Recirculating Pump. These pumps save water and energy by reducing the wait time for hot water to arrive at the faucet or shower. CVWD offers a maximum \$125 rebate, or the cost of the recirculating pump, whichever is less.

Some programs require pre-approval.

Visit www.cvwd.org/rebates for current program details, eligibility requirements or to apply online, For questions regarding these programs call (760) 398-2651.



Outreach & Education

Speakers

Coachella Valley Water District provides speakers that address a wide range of topics, including but not limited to conservation, regional and state wide issues, water quality, and emergency preparedness. Presentations to students, special interest groups such as Rotary, Home Owners Associations, Historical Societies, Visitor Centers, or other groups can be accommodated.

Contact us to arrange for a speaker at (760) 398-2651.

Tours

CVWD offers tours to the public and to private groups as part of our ongoing effort to educate the community on the water-related services and needs



of the Coachella Valley. Tours offer an opportunity for customers to see the “behind-the-scenes” aspects of the services that we provide, while allowing the District the opportunity to share important information about infrastructure, sustainability, water quality and more.

Listed below are descriptions of the tours we offer year round:

- ◆ Canal, Agriculture & Replenishment
- ◆ Groundwater Sustainability
- ◆ Domestic Water & Stormwater

Visit cvwd.org/tours to register or to see this year’s schedule.

Events

The district will attend and provide literature at a variety of community events such as garden days, farmer's markets and emergency preparedness events. If you have an upcoming event and would like the district to set up a table or booth contact us at (760) 398-2651.

Teacher Education Program

Classroom presentations and hands-on water activities are available to all schools and all grades, kindergarten through college, throughout the Coachella Valley Water District's service area. Presentations address California Content Standards and generally focus on canal safety and water conservation but can be tailored to address a specific area of water-related study. Presentations can often be paired with an activity to enhance the overall learning experience.

Field trips

Field trips to district facilities are available to groups of students and can be tailored to address specific topics.

Project Water Education for Teachers (WET) Workshops

CVWD teachers will organize and conduct Project WET Workshops to groups of 10 or more educators wanting to learn how to bring water education into their classrooms while meeting California Content Standards.



CVWD was formed in 1918 to protect and conserve local water sources. Since then, the district has grown into a multi-faceted agency that delivers irrigation and domestic (drinking) water, collects and recycles wastewater, provides regional stormwater protection, replenishes the groundwater basin and promotes water conservation.

Your Water
is our promise

