

Frequently Asked Questions About Water Supply and COVID-19

Coachella Valley Water District (CVWD) is committed to providing safe, reliable water and wastewater services to meet your public health and safety needs during this difficult period.

Can COVID-19 (coronavirus) get into my drinking water?

The new coronavirus disease, COVID-19, does not present a threat to the safety of your drinking water. COVID-19 is transmitted person-to-person, not through water, according to the Centers for Disease Control and Prevention.

CVWD delivers naturally filtered groundwater to its customers from deep-water wells installed (drilled) in local aquifers. Chlorine used to kill viruses, including coronaviruses, as well as bacteria and other pathogens is added to your tap water as a precautionary disinfectant.

CVWD's staff continuously monitors the public water systems and they collect samples that are tested in CVWD's state-certified laboratory to ensure tap water meets or surpasses all state and **federal drinking water regulations**.

Can CVWD continue treating and delivering water if COVID-19 spreads?

CVWD maintains an extensive system of reservoirs, water treatment plants and pipelines to deliver safe and reliable water service to customers. The system includes multiple layers of redundancy to ensure continued deliveries, even during a disruption.

CVWD has an Emergency Response Team and existing protocols for situations such as a pandemic. A task force is also meeting regularly to discuss preparedness and protocol tactics.

In addition, CVWD has taken several steps to protect the health of its employees by minimizing potential exposure to avoid widespread impacts to our workforce.

Lastly, CVWD's task force has ensured it has the necessary backup equipment, essential supplies and treatment chemicals in the event of disruptions to the supply chain for these items.

Do I need to stockpile bottled water?

We want to reassure you that your tap water is both safe to drink and reliable. There is no reason to believe that COVID-19 will have any impact on the local water supply.

One of the primary ways to minimize the spread of this disease is to practice social distancing and reduce unnecessary outings. The public is encouraged to stay home, and avoid panic shopping and stockpiling bottled water. CVWD's tap water remains high quality and available.

Do I need to install a water filter?

Drinking water provided by CVWD meets all federal and state water quality standards. Water filters may change the taste of tap water, but they are not necessary.

Be cautious of any salesperson who claims that CVWD sent him or her to test your water. CVWD would never send a salesperson to your home. Also be wary of those who test your water and claim that your water quality is unsafe.

Will I be fined for increased indoor water use?

CVWD allocates a reasonable amount of water based on each customer's needs and does not fine customers for water use.

Residential water budgets include an indoor budget and an outdoor budget. The monthly indoor water budget (tier 1) for CVWD customers is about 6,000 gallons of water per household, which is equal to 50 gallons of water per person, per day for a family of four. Customers can request a larger indoor water budget if more people live in your home by calling (760) 391-9600.

Outdoor water budgets (tier 2) are calculated individually for all residential and large landscape customers.

Learn more about [CVWD rates](#) or information on how to be more water efficient at home.

Are CVWD's offices still open for business?

CVWD offices are closed to the public following public health recommendations but we are still working to support our customers online and by phone.

We urge customers to [manage their accounts](#) on our website as most service-related needs can be requested online or by calling (760) 391-9600.

Where can I learn more about COVID-19 and water?

EPA: "Americans can continue to use and drink water from their tap as usual." Learn more at www.epa.gov

CDC: "The COVID-19 virus has not been detected in drinking water. Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19." Learn more at www.cdc.gov



Your Water
is our promise

Main line: (760) 398-2651

Customer Service: (760) 391-9600

Website: www.cvwd.org

