



CVWD Water News

Published for Coachella Valley Water District domestic water customers

Spring 2020



Frequently asked questions about water supply and COVID-19

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. www.cdc.gov

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, 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.

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 by phone, email or online.

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 or by email at CustomerService@cvwd.org.

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](#).

Visit www.cvwd.org/COVID-19 for updates or for information in Spanish or call (760) 398-2651.

Avoid outstanding balance transfers to county property taxes

If a customer has unpaid charges for water or services greater than \$5 and delinquent for 60 days or more as of June 30, 2020, the outstanding balance will be transferred to the county property taxes. Pursuant to California Water Code Section 31701.5, the delinquency becomes a lien against the property.

Delinquent charges may be paid by telephone by calling (760) 391-9600 or online through your checking account or by Visa®/MasterCard®/American Express®/Discover®. This service is available 24 hours a day, 7 days a week. Visit the "Login/Pay My Bill" page at www.cvwd.org for more information.

Customers can also mail payments to P.O. Box 5000, Coachella CA 92236, or use the 24-hour drop boxes located at 75-525 Hovley Lane East, Palm Desert or at 51-501 Tyler Street, Coachella.



Water quality report options save money, paper

Again this year, CVWD is offering its Consumer Confidence Report (CCR) also known as the Water Quality Report, online or by request only to save on printing and mailing costs as well as reducing the amount of paper used.

See the options for viewing or obtaining a copy below.

- View a copy of the CCR report online on or after July 1, 2020 at www.cvwd.org/CCR/2020.

- Request a printed copy by calling (760) 391-9600.

Note that the printed CCR also includes CVWD's annual report.

HELP PREVENT SEWER PIPE DAMAGE & BACKUPS



TOILET PAPER

NAPKINS OR TISSUE PAPER



"FLUSHABLE" WIPES OR BABY WIPES



PAPER TOWELS



CLEANING WIPES



OTHER TRASH



MEDICATIONS



Assistance program helps pay water bills

CVWD's customer assistance program offers eligible residential customers a \$100 credit on their water bill once in a 12-month period. Customers must reapply each year.

Customers who need help paying their water bill can apply through United Way of the Desert by calling (760) 323-2731. United Way screens eligible customers and provides them with assistance in paying a past due water bill.

Charitable donations are also accepted through United Way. Donations must be made directly to United Way of the Desert. All donations are tax-deductible.



Board Meetings

Board meetings are generally held the second and fourth Tuesday of each month at 8 a.m.

In an effort to protect public health and prevent the spread of COVID-19 (coronavirus), and in accordance with the Governor's Executive Order N-29-20, there will be no public location to attend these meetings in person.

Visit our website more information on how to participate in board meetings from home.

Main line: (760) 398-2651

Customer Service: (760) 391-9600

Website: www.cvwd.org

