



## CVWD board approves 2020-21 budget, no water rate increases

In June, CVWD Board of Directors approved a \$376 million operating and capital improvement budget for fiscal year 2020-2021, which keeps domestic water rates stable, thanks in part to offsetting project costs through loans and prudent use of reserve funds.

"During these difficult economic times, it was a priority of ours to keep rates low," said Board President John Powell Jr. "CVWD staff put a lot of thought into choosing the projects needed to ensure the reliability of our services throughout the district while ensuring we do not need to raise rates during these challenging times."

The budget amounts to \$278.6 million and includes \$97.3 million in capital

improvement projects. This represents a decrease of 3.8% (\$11.1 million) from last year's 2019-2020 operating budget and a decrease of 23.2% (\$29.4 million) from the 2019-2020 capital improvement budget. CVWD's fiscal year begins on July 1 and ends June 30 each year.

CVWD provides a number of different water-related services to the community and, by law, must keep the funding and spending related to those services separate. Under Proposition 218, CVWD can only charge a customer the costs of delivering that service.

The board held study sessions on Feb. 24, March 11 and April 4 to review the proposed operating and capital improvement budgets.

## Customer 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 with United Way of the Desert by calling (760) 323-2731. United Way screens eligible customers and provides assistance in paying a past due water bill.

For more information, call CVWD Customer Service at (760) 391-9600 or visit [cwwd.org/H2OHelp](http://cwwd.org/H2OHelp).

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



## COVID-19 Updates

CVWD offices remain closed to the public until further notice but most business can be done over the phone or online at [cwwd.org](http://cwwd.org).

**Your tap water is safe to drink and is not affected by coronavirus (COVID-19).** Visit [cwwd.org/COVID19](http://cwwd.org/COVID19) for updates or for information in Spanish. Or give us a call at (760) 398-2651.



## CVWD employees monitor your water system daily

CVWD is committed to delivering high-quality groundwater from a natural aquifer that lies underneath the valley floor to thousands of local homes and businesses.

Besides groundwater, the aquifer is filled with sand, gravel, and clay sediments. The natural layering of these sediments within the aquifer helps protect groundwater served to Coachella Valley communities.

CVWD employees monitor your water system daily and collect more than 15,000 water samples annually rain or shine. Most water samples are tested in our state-certified laboratory, which operates every day to ensure we are delivering safe, high-quality water to our customers.

Water quality testing data is reported to the State of California and is listed in the annual Water Quality Report at [cvwd.org/CCR/2020](http://cvwd.org/CCR/2020).

Your water is our promise. Learn more at [cvwd.org/ourpromise](http://cvwd.org/ourpromise).

## Annual Water Quality Report now available

CVWD's Annual Review & Water Quality Report also known as the Consumer Confidence Report (CCR) is now available online or by mail upon request.

The Water Quality Report shows that water delivered by CVWD meets all current state and federal standards along with other water quality testing details. The 2019-20 Water Quality Report can be viewed online at [cvwd.org/CCR/2020](http://cvwd.org/CCR/2020).

The printed Water Quality Report is part of the district's Annual Review, which includes articles about capital improvement projects completed during the 2018-19 fiscal year. View online in English at [cvwd.org/annualreview](http://cvwd.org/annualreview) or in Spanish at [cvwd.org/informeannual2020](http://cvwd.org/informeannual2020).

To request a paper copy of the 2019-20 Annual Review & Water Quality Report, call (760) 391-9600 or email [CustomerService@cvwd.org](mailto:CustomerService@cvwd.org).



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## Your Water is our promise

### 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 for information on how to participate in board meetings from home.

Main line: (760) 398-2651

Customer Service: (760) 391-9600

Website: [www.cvwd.org](http://www.cvwd.org)

