



Reflecting on accomplishments from 2020



L-4 PUMP STATION RELOCATION PROJECT

The L-4 Pump Station Relocation Project replaced an existing pump station that was constructed and had been in operation since the mid-1950s. Through replacing infrastructure that has reached its useful life, the completed project diminishes reliance on groundwater by providing an alternative to large irrigation users throughout the City of La Quinta.



COVID-19 RESPONSE

CVWD has maintained service throughout the Coachella Valley throughout the COVID-19 emergency. The Board of Directors voted early in the emergency to suspend the collection of late penalties on customers and CVWD continues to assist customers with economic hardship through the Help2Others program. See program information on the next page.



WESTSIDE SCHOOL CONSOLIDATED WITH CVWD SYSTEM

Westside Elementary School previously relied on an onsite well to supply water to the school and had no fire protection. The school's 500 K-6 students now have a reliable source of drinking water and protect students and educators if there is a fire after connecting to CVWD's system.



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 cvwd.org.

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

LAND SUBSIDENCE SLOWS

A new report by the USGS shows efforts by CVWD to replenish local aquifers in the Coachella Valley have been effective, leading to stable land surface elevations in most of the region. Areas with land subsidence identified in prior studies are now stable, uplifting, or experiencing substantial slowing of subsidence.

AMERICAN HEART ASSOCIATION AWARD

CVWD was awarded with a Gold level recognition for its employee wellness program and employee health.



Planting calendars now available

CVWD's 2021 planting and gardening calendar is now available to customers upon request at no charge.

The calendar highlights desert gardening information including:

- ✓ Colorful illustrations of desert-friendly plants and vegetables.
- ✓ Water-efficient landscaping tips
- ✓ Vegetable gardening for the desert.
- ✓ CVWD rebate and discount information
- ✓ Monthly irrigation guide for different types of plants.



Request a calendar online at cvwd.org/publications.

Calendars will be mailed to recipients as CVWD buildings are closed to the public at this time.

Calendars are also available while supplies last at some Coachella Valley gardening stores including:

- Bob Williams Nursery, 48575 Madison Street in Indio
- Hacienda Nursery & Landscape, 80-900 Miles Avenue in Indio
- Vintage Nursery, 78755 Darby Road in Bermuda Dunes
- Cameron Nursery, 78220 Darby Road in Bermuda Dunes
- Green Desert Nursery, 79302 Avenue 40 in Indio.

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 cvwd.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.



THINK BEFORE YOU Flush

TOILET PAPER



HUMAN WASTE



CLEANING WIPES



"FLUSHABLE" WIPES OR BABY WIPES



NAPKINS OR TISSUE PAPER



PAPER TOWELS



OTHER TRASH



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

