



## Apply for outdoor rebates & discounts

Designed to help homeowners, businesses and homeowner associations (HOAs) reduce their outdoor water use



### Smart Irrigation Controllers

Residential customers can apply for free smart controllers.

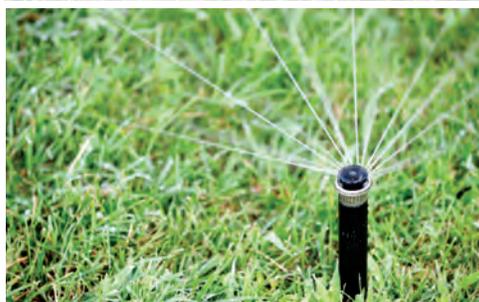
HOA and commercial customers can receive a refund of 75% of the controller cost, up to \$10,000 per project.



### Landscape Conversion

Residential customers can receive \$2 per square foot of turf removed, up to 10,000 square feet per program year (July 1-June 30).

HOA and commercial customers can receive \$2 per square foot of turf removed, up to 25,000 square feet per project.



### Nozzle Replacement

Residential, HOA and commercial customers may be eligible for a rebate of up to \$4 for each high-efficiency rotary nozzle installed, to replace less efficient, traditional fixed or adjustable arc spray nozzles.



### Irrigation Upgrade

HOA and commercial customers may receive rebates for replacing overhead spray heads, adjustable bubblers, emitters with subsurface/in-line drip tubing and non-adjustable, pressure compensating bubblers and emitters. The rebate pays 50 cents per square foot of converted irrigated area.

Visit [cvwd.org/rebates](https://www.cvwd.org/rebates) for program details, eligibility requirements or to apply for rebates online.

Some programs require pre-approval.

For questions regarding these programs, call our Water Management division at (760) 398-2651.



## COVID-19 Updates

We are committed to providing safe, reliable water and wastewater services to meet your public health and safety needs during this difficult period. Our thoughts are with everyone who has been impacted.

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

**Your tap water is safe to drink and is not affected by coronavirus (COVID-19).**

We want to reassure our customers that your tap water is both safe to drink and reliable. There is no reason to believe that COVID-19, also known as the coronavirus, will have any impact on the local water supply.

Visit our website at [cvwd.org/COVID19](https://www.cvwd.org/COVID19) to read our Frequently Asked Questions (FAQs) or for information regarding water supply and COVID-19. Information in Spanish is also available on our website. Email questions to [publicinfo@cvwd.org](mailto:publicinfo@cvwd.org) or call (760) 398-2651.

**Pay your bill using our automated telephone system at anytime by calling** (760) 391-9600 and selecting option 1.

**Leave payments in the drop box:**

Palm Desert – Water Way entrance at 75525 Hovely Lane East

Coachella – Tyler Street entrance at 51501 Tyler Street

Email service-related questions to [CustomerService@cvwd.org](mailto:CustomerService@cvwd.org) or call (760) 391-9600.

## Avoid outstanding balance transfers to county property taxes

If a customer has unpaid charges for water or services greater than \$5 and are delinquent for 60 days or more as of June 30, 2021, 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® or by Venmo or Paypal. This service is available 24 hours a day, 7 days a week by calling (760) 391-9600. Visit the "Login/Pay My Bill" page at [cvwd.org](http://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, 2021 at [cvwd.org/CCR/2021](http://cvwd.org/CCR/2021).
- 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



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 may 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 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)

