



Your Water
is our promise



Published for Coachella Valley Water District domestic water customers

Spring 2023

CVWD Rescinds Emergency Conservation Actions and Discontinues Drought Penalties



- 1.3 Applying water to driveways, sidewalks, concrete or asphalt is prohibited unless to address immediate health and safety needs. Reasonable pressure washer or water broom use is permitted.
- 1.4 Spray irrigation of outdoor landscapes during and within 48 hours after rainfall of 0.10 inches is prohibited.
- 1.5 Using a hose to wash a vehicle, windows, or solar panels is prohibited unless an automatic shut-off nozzle or pressure washer is used.
- 1.6 Broken sprinklers shall be repaired within five business days of notification by CVWD, and leaks shall be repaired as soon as practical.

During the April 11 CVWD Board meeting, the Board of Directors voted to return to Level 1 of the Water Shortage Contingency Plan (WSCP), due to the improved hydrological conditions in California. This decision rescinded the Level 2 emergency conservation actions that were required by the state in May 2022.

In addition, drought penalties were terminated for CVWD customers, effective April 1, 2023.

These decisions were made following Governor Gavin Newsom's announcement on March 24 to lift the state's 15 percent voluntary conservation directive. The state's ban on watering decorative grass on commercial properties, including HOAs, remains in place, however.

Level 1 WSCP Conservation Actions are always in effect and include the following:

- 1.1 Applying any water to outdoor landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures is prohibited.
- 1.2 Using any water in a fountain or other decorative water feature is prohibited, unless the water recirculates.

- 1.7 Draining and refilling of private swimming pools is discouraged, unless necessary for health and safety or leak repair.
- 1.8 Hotels will provide guests the option of choosing not to have towels and linens laundered daily.
- 1.9 CVWD discourages overseeding.
- 1.10 CVWD provides rebates for landscape efficiency.
- 1.11 CVWD offers water use surveys/audits.
- 1.12 CVWD provides rebates for indoor efficiency.

For more information, visit cvwd.org/drought or cvwd.org/rebates.

Questions about your water bill?

We are here to provide assistance, including on-site conservation visits. Contact us if you have questions or concerns about your water bill.

In addition, be sure to keep your contact information up-to-date with CVWD.

Give us a call at (760) 391-9600.

CVWD Customer Assistance Program Helps Pay Water Bills

CVWD's customer assistance program offers eligible residential customers a \$150 credit on their water bill, available once in a 12-month period. Customers may reapply each year for assistance.

Residential customers who need help paying their water bill can apply through **United Way of the Desert** by calling (760) 323-2731, ext. 100, or by visiting unitedwayofthedesert.org/help2others. 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.



Additional Water Bill Assistance Program for Low-Income Households

The Low-Income Household Water Assistance Program (LIHWAP) is a temporary emergency program established to help eligible families with water and sewer bills.

Customers may be eligible for this program if they are a resident of Riverside County and their household's income is at or below 60% of the state median income.

Program funding is provided by the federal Low-Income Home Energy Assistance Program (LIHEAP) and the City of Riverside SHARE (Sharing Households Assist Riverside's Energy). To learn more about eligibility and to apply, visit capriverside.org/utility-assistance-program.

Conservation as a Way of Life

CVWD encourages customers to continue practicing water-saving habits

Though drought penalties have been discontinued for CVWD customers, water conservation continues to be very important. In the Coachella Valley, the most common causes of water waste are overwatering and leaks.



Here are some ways to practice efficient water use:

- Reduce outdoor water use by eliminating water waste.
- Run your irrigation system while you are home and watch each cycle to find any problems such as leaks or broken sprinkler heads.
- Avoid watering during daylight hours.
- Consider not overseeding as overseeding is optional.
- Install a weather-based smart irrigation controller.
- Replace appliances and fixtures with water-efficient models.
- Turn off the water flow while you brush your teeth, shave or move around the kitchen or bathroom.
- Apply for a conservation rebate. Rebates are designed to assist customers who want to reduce their water usage by converting their yard into a water-efficient landscape. Turf conversion rebates are currently \$3 per square-foot.
- Upgrade to high-efficiency sprinkler rotary nozzles through CVWD. Water is applied more slowly and uniformly to lawn and turf areas preventing misting, over watering, and allows more water to soak into the soil. The CVWD rebate for conversion is \$4 per nozzle.

For additional water-saving tips, visit cvwd.org/conservation.



Board Meetings

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

Meetings alternate between the Steve Robbins Administration Building in Palm Desert and the Coachella Office.

Visit our website to watch meetings online and to view the agenda.

Main line: (760) 398-2651
Customer Service: (760) 391-9600
Website: www.cvwd.org

