



CVWD Water News

Published for Coachella Valley Water District domestic water customers

Fall 2024

2024/25 CVWD Water Education Program

New learning opportunities are available for the 2024/25 CVWD Water Education Program year. Our various educational offerings include something for everyone, K-12 and beyond!

Field Trips

In addition to our Canal and Agriculture field trip, CVWD looks forward to hosting field trips at our Water Reclamation Plant in Palm Desert for students in sixth to twelfth grade. While this field trip experience has been around for years, exciting updates have been made that include new demonstrations with models and fun giveaways. This field trip experience highlights our wastewater recycling efforts at CVWD and gives students a behind-the-scenes look at the technology and equipment used during the treatment process.

Classroom Presentations

The District provides a number of presentations for grade school children, covering topics on water science, water conservation, Coachella Valley history, canal safety, and more. This year, CVWD has added three new presentations, which include *Splash Through the Water Cycle* and *Germ Busters* for first graders, and *Testing the Waters* for fifth graders.

CVWD Student Activity Books

Teachers who sign up for class presentations will automatically receive a class set of activity books that correlate with their selected presentation. If you are home schooling or working with youth within our service area, you are also eligible to request free activity books for your students. Check out our complete list of offerings online and complete the request form on the District's website.

To learn more about our field trips, presentations, and activity books, visit cvwd.org/K12education. For questions, contact Education Specialist **Paula Alcantar** at palcantar@cvwd.org.

Community Tours

CVWD offers the following three community tours during the fall, winter, and spring seasons.

Canal and Agriculture Tour: Shows the essential role the Coachella Canal plays in serving our thriving agricultural community.

Domestic Water and Stormwater Protection Tour: Focuses on how CVWD provides customers with safe, clean, and reliable drinking water and regional stormwater protection.

Sustainable Water Supply Tour: Highlights CVWD's efforts to reach our water management and conservation goals by using nonpotable water sources for irrigation on recreational landscapes such as golf courses.

Information about community tours can be found at cvwd.org/communitytours.



Education Specialist **Paula Alcantar** presenting to a group of students at Desert Recreation District.



Attendees hearing from Domestic Distribution Operator Il **Ricardo Esquivel** during the Domestic Water and Stormwater Protection Tour.

COACHELLA VALLEY WATER DISTRICT INVITES YOU TO ATTEND THE



CONSERVATION GARDEN PARTY



TAKING PLACE AT OUR NEW AWARD-WINNING DEMONSTRATION GARDEN

NOVEMBER 23, 2024 | 10 A.M. - 2 P.M.

75525 HOVLEY LANE EAST, PALM DESERT, CA 92211

OPEN HOUSE FEATURES:

- GARDENING VENDORS
- LOCAL COMMUNITY PARTNERS
- ACTIVITIES FOR KIDS
- DESERT-FRIENDLY PLANT GIVEAWAYS
- FLUME & RACHIO RAFFLE PRIZES
- SNACKS AND REFRESHMENTS

THE EVENT
IS FREE AND
OPEN TO THE
PUBLIC!

Protect your Sewer Pipes this Holiday Season and Year-Around

With the most wonderful time of the year almost here, folks may be preparing to cook up delicious holiday meals and treats. However, these beloved recipes sometimes call for the use of more **fats, oils, and grease (FOG)**, which pose a serious threat to your drains and pipes and can cause costly damage.

KEEP THIS IN MIND: When FOG is poured straight off the stove, it is extremely hot, which is why it flows down so easily. As it cools off, it starts to solidify and can clog your pipes up in no time.

Once FOG get into the community sewer system, they can form giant fatbergs that stick to the inside of sewer pipes. A fatberg is a congealed mass formed by the combination of non-biodegradable solid matter such as wet wipes, paper towels, and grease – as seen to the right.



Fatberg in a pipe.

Avoid this situation by practicing proper FOG disposal. Put FOGs like these in the trash, not down the drain:

- Bacon grease
- Pan drippings
- Butter
- Milk & cream
- Mayonnaise
- Cooking oil
- Gravy
- Salad dressing
- Peanut butter



Tips to protect your pipes:

- Pour cooled FOGs into a container like an old food can or jar and put the container in the trash.
- Before washing, use a paper napkin or paper towel to wipe FOG from dishes and dispose of it in the trash.
- Scrape all food into the trash, not the garbage disposal, before washing dishes.
- Use sink strainers to catch food waste.

Doing this will help save your home's plumbing and the public sewer system from damage.

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 **Inland SoCal United Way** by visiting inlandsocaluw.org/help2others or by calling (909) 751-1180, ext. 1200 or by simply dialing 211. United Way screens eligible customers and provides them with assistance in paying a water bill.

Charitable donations are also accepted through United Way. Donations must be made directly to Inland SoCal United Way. All donations are tax-deductible.



Girl Scouts Water Conservation Patch

CVWD has created a Water Conservation patch for Girl Scouts to prepare the next generation of good water stewards.

With an endorsement from Girl Scouts of San Geronio, District employees created a five-stage curriculum that centers on water conservation. It outlines patch requirements for Scouts of all ages, from the four-year-old Daisies to the 18-year-old Ambassadors.

Activities include answering questions, writing, drawing, arts and crafts, doing research by exploring the CVWD website and other sources, and participating in CVWD presentations for troops.

The District will look at each Scout's work and award CVWD patches for effort and completion. To learn more about the Scouts, visit gssgc.org.

Save Paper with Online Billing!

Help preserve our environment by enrolling in our electronic bill notification program. CVWD will notify you by email when your new bill is available online.

How to Sign Up for Online Billing:

- Visit CVWD's homepage at cvwd.org and click the "Pay My Bill" icon.
- Create an account to pay your bill online.



With the payment system, you can:

- Pay on any device using a variety of methods including credit card, checking or savings accounts, Amazon Pay, Apple Pay, Google Pay, PayPal and Venmo.
- Pay multiple accounts.
- Access your bills and your payment history 24/7.
- Establish and manage automatic payments.
- Set up payment reminders, notifications, and payment methods including Pay-by-Text and Pay-by-Email.



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

