



COACHELLA VALLEY  
WATER DISTRICT

# 2024-25 ANNUAL REVIEW

Water Quality Report Provides Details  
about CVWD's Drinking Water

Pages 2 – 5

CVWD's Seven Areas of Service

Pages 6 – 7

District Updates and Projects

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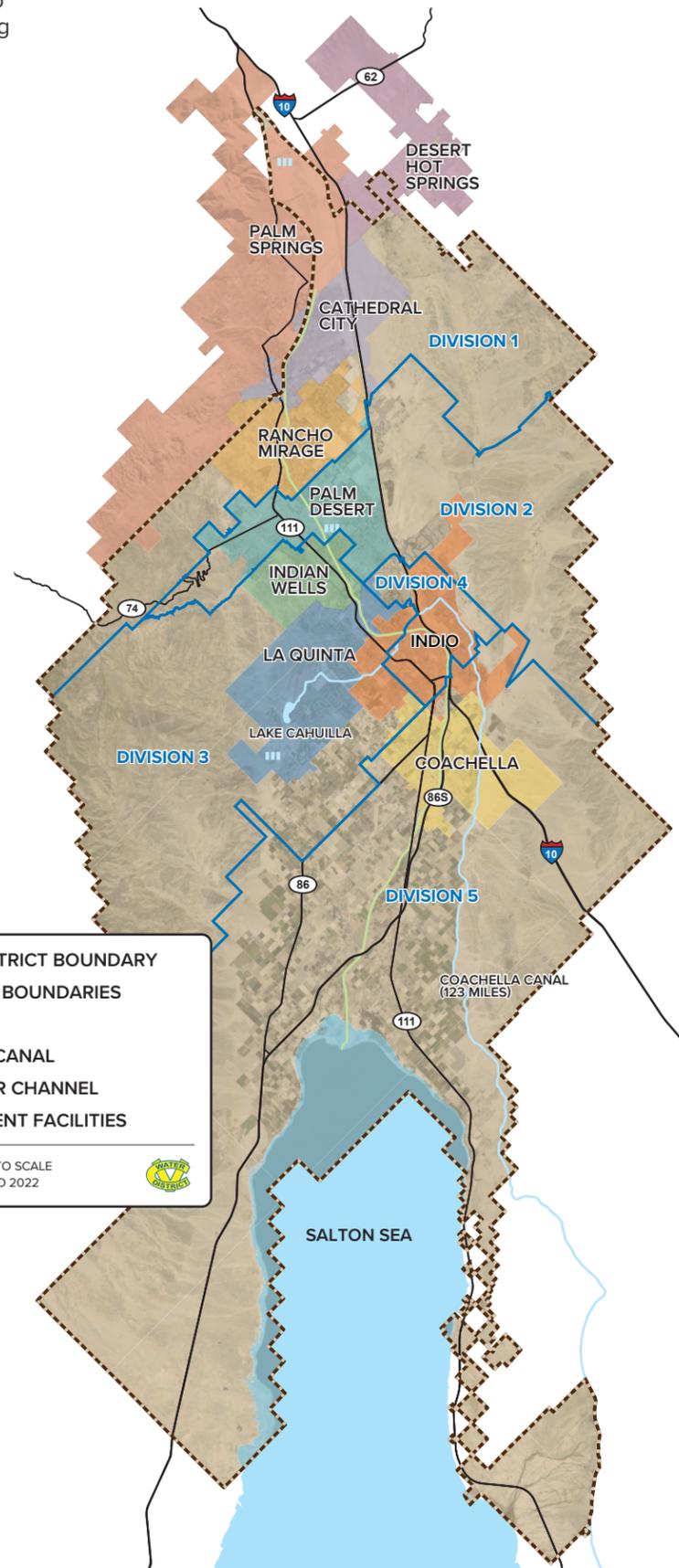
Your water is our promise.

    | [CVWD.org](https://www.CVWD.org)

**ESTABLISHED IN 1918**, Coachella Valley Water District (CVWD) is a government agency run by a five-member Board of Directors elected to represent the five divisions within CVWD's service area. The directors serve four-year terms.

**BOARD MEETINGS** are open to the public and generally held on the second and fourth Tuesday of each month at 8 a.m. at District offices. The first meeting of the month is typically held in Palm Desert and the second is held in Coachella. To confirm meeting details, call the District or view the meeting agenda on the website at [cvwd.org/BoardAgendas](http://cvwd.org/BoardAgendas).

**THE WATER QUALITY REPORT** on pages 2 – 5 is mailed to all bill payers who request it (payers within the District's domestic water boundary who request it in accordance with state law). The Annual Review is produced by CVWD's Communications staff.



**BOARD OF DIRECTORS**

- John Powell Jr.  
Board President | Division Three
- Cástulo R. Estrada  
Board Vice President | Division Five
- John Aguilar | Division One
- Anthony Bianco | Division Two
- Peter Nelson | Division Four

**SENIOR ADMINISTRATION**

- Jim Barrett  
General Manager
- Robert Cheng  
Assistant General Manager
- Dan Charlton  
Assistant General Manager
- Sylvia Bermudez  
Clerk of the Board

**DEPARTMENT HEADS**

- Scott Burritt  
Director of Public Affairs and Customer Experience
- Scott Hunter  
Director of Human Resources
- Joanne Le  
Director of Environmental Services
- Luis Maciel  
Director of Information Systems
- Carrie Oliphant  
Director of Engineering
- Karla Romero  
Director of Finance

**MAIN SWITCHBOARD**

(760) 398-2651

**CUSTOMER SERVICE**

(760) 391-9600

**PAYMENT ADDRESS**

P.O. Box 5000  
Coachella, CA 92236

**CORRESPONDENCE ADDRESS**

P.O. Box 1058  
Coachella, CA 92236

**OFFICES**

75-515 & 75-525 Hovley Lane East | Palm Desert  
51-501 Tyler St. | Coachella

**A MESSAGE FROM CVWD'S  
GENERAL MANAGER**



At Coachella Valley Water District (CVWD), we are driven by a shared mission—to deliver outstanding service and ensure a reliable water supply for our communities at a reasonable cost. This is made possible by the dedication and hard work of our team, who rise to the challenge every day to make a lasting impact to serve the community. Some of the initiatives our team has worked on over the past year are listed below.

In the fall of 2024, CVWD initiated a two-phase project to replace its customer billing and enterprise resource planning systems with modern software that utilizes updated technology to enhance efficiency and better serve our customers.

In January 2025, CVWD received a \$39 million grant from the United States Bureau of Reclamation to upgrade our Wastewater Reclamation Plant in Thermal. The upgrade will support Phase 1 of a multi-year project that will allow the plant to provide a blend of recycled and canal water for crop irrigation in the eastern Coachella



Water Reclamation Plant in Thermal

Valley. This will be the first CVWD treatment plant to offer this type of blended water supply to agricultural irrigation customers, which will help reduce the use of Colorado River water.

We are also celebrating the Avenue 66 Transmission Main and St. Anthony Mobile Home Park Consolidation Project, which installed the critical backbone infrastructure needed to consolidate three mobile home parks to CVWD's domestic drinking water system. The pipeline will also facilitate up to 35 future consolidations and connections. The Avenue 66 Transmission Main also provides water supply reliability to CVWD customers in Mecca, North Shore, and Bombay Beach.

The Domestic Water Quality Summary on pages 2-5 provides essential information about the high quality of your drinking water.

Pages 6-12 offer an overview of our services and updates on critical projects.

CVWD remains committed to providing reliable and high-quality water services to our customers.

Jim Barrett



**MISSION STATEMENT**

To meet the water-related needs of the people through dedicated employees, providing high-quality water at a reasonable cost.

This annual report communicates the results of CVWD's water quality monitoring. The State Water Resources Control Board Division of Drinking Water (DDW) and the U.S. Environmental Protection Agency (USEPA) require routine and comprehensive monitoring of CVWD's drinking water supply.

## CVWD'S COMMITMENT

Coachella Valley Water District is committed to delivering high quality drinking water. Water is delivered to customers from wells drilled into the Coachella Valley's groundwater basin.

Highly trained employees routinely monitor CVWD's public water systems and collect drinking water samples that are tested at CVWD's state-certified laboratory.

A few specialized tests are performed by other certified laboratories. In addition to the detected constituents listed in the table on pages 4 – 5, CVWD's Water Quality staff monitors for more than 100 regulated and unregulated chemicals that are not detected during this routine monitoring.

CVWD is governed by a locally elected, five-member board of directors who generally meet in public session at 8 a.m., on the second and fourth Tuesdays of each month. Meeting locations rotate between CVWD's Coachella office at 51-501 Tyler St. and the Steve Robbins Administration Building at 75-515 Hovley Lane East in Palm Desert. Call CVWD to confirm meeting time, date, and location.

## SENSITIVE POPULATIONS

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, as well as some elderly, and infants, can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium (a microbial pathogen found in surface water throughout the United States) and other microbial contaminants are available from the Safe Drinking Water Information Hotline at 1-800-426-4791 or [epa.gov/ground-water-and-drinking-water](http://epa.gov/ground-water-and-drinking-water). Call the

Safe Drinking Water Information Hotline to obtain an updated link, if needed.

## NATURALLY OCCURRING ELEMENTS

### Arsenic

While all of CVWD's domestic water supply meets state and federal standards for arsenic, drinking water supplied to some service areas does contain low levels of naturally occurring arsenic. The arsenic standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. USEPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects, such as skin damage and circulatory problems. All drinking water delivered by CVWD last year complied with the 10 microgram per liter (µg/L) maximum contaminant level (MCL).

### Radon

Radon is a naturally occurring, radioactive gas — a byproduct of uranium — that originates underground but is found in the air. Radon moves from the ground into homes primarily through cracks and holes in their foundations. While most radon enters the home through soil, radon from tap water typically is less than two percent of the radon in indoor air.

The USEPA has determined that breathing radon gas increases an individual's chances of developing lung cancer, and has proposed an MCL of 300 pCi/L for radon in drinking water. This proposed standard is far less than the 4,000 pCi/L in water that is equivalent to the radon level found in outdoor air. The radon level in CVWD wells ranges from none detected to 400 pCi/L, significantly lower than that found in the air you breathe.

## POTENTIAL CONTAMINANTS

### About Nitrate

Nitrate (as nitrogen) in drinking water at levels above 10 milligrams per liter (mg/L) is a health risk for infants

younger than six months. High nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in serious illness; symptoms include shortness of breath and blueness of skin. Nitrate (as nitrogen) in drinking water levels above 10 mg/L may also affect the ability of blood to carry oxygen in other individuals, such as pregnant women and those with certain enzyme deficiencies. If you are caring for an infant or you are pregnant, you should ask for advice from your health care provider.

Wells with nitrate (as nitrogen) levels above 10 mg/L are removed from service.

## ABOUT LEAD

CVWD has completed the initial lead service line inventory required by USEPA's Lead and Copper Rule Revisions on both of CVWD's public water systems. CVWD has determined it has no lead or galvanized pipes requiring replacement service lines in its distribution system, this includes any privately-owned or customer-owned service lines. For more information on Lead and Copper, visit [CVWD.org/355/Lead-and-Copper-Information](http://CVWD.org/355/Lead-and-Copper-Information)

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing.

### Responsibility

CVWD is responsible for providing high-quality drinking water, but cannot control the variety of materials used in customer plumbing components.

### Tip

When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds before using water for drinking or cooking. You can capture this flushed water in a container and use it for watering plants.

### Resource Information

If you are concerned about lead in your water, you may wish to have your water

tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Information Hotline (1-800-426-4791) or at [epa.gov/lead](http://epa.gov/lead).

As noted, all drinking water served by CVWD comes from groundwater wells. DDW requires water agencies to state: "the sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity."

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

**Microbial contaminants**, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

**Inorganic contaminants**, such as salts and metals, that can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

**Pesticides and herbicides** that may come from a variety of sources, such as agriculture, urban stormwater runoff, and residential uses.

**Organic chemical contaminants**, including synthetic and volatile organic chemicals, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

**Radioactive contaminants** that can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, USEPA and DDW prescribe regulations that limit the amount of certain contaminants in water provided by public water systems.

The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that

must provide the same protection for public health. "Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Information Hotline (1-800-426-4791) or the National Radon Hotline (1-800-767-7236)."

Additionally, the USEPA's health advisory tables are available at [epa.gov/dwstandardsregulations/2018-drinking-water-standards-and-advisory-tables](http://epa.gov/dwstandardsregulations/2018-drinking-water-standards-and-advisory-tables).

## DRINKING WATER SOURCE WATER ASSESSMENTS:

CVWD has conducted source water assessments that provide information about the vulnerability of CVWD wells to contamination. In 2002, CVWD completed a comprehensive source water assessment that evaluated all groundwater wells supplying the CVWD's six public water systems. An assessment is performed on each new well added to CVWD's system.

Groundwater from these CVWD wells is considered vulnerable to activities associated with urban and agricultural uses.

Urban land uses include the following activities: known contaminant plumes, dry cleaners, underground storage tanks, septic systems, automobile gas stations (including historic), automobile repair shops, historic waste dumps/landfills, illegal/unauthorized dumping, sewer collection systems, and utility stations' maintenance areas.

Agricultural land uses include the following activities: irrigation/agricultural wells, irrigated crops, pesticide/fertilizer/petroleum, and transfer areas.

The following activities have been associated with detected contaminants: known contaminant plumes, dry cleaners, and irrigated crops.

CVWD is committed to supplying high-quality drinking water from CVWD's wells to our communities.

## DEFINITIONS & ABBREVIATIONS

### AL or Regulatory Action Level

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

### MCL or Maximum Contaminant Level

The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to public health goals or maximum contaminant level goals as economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

### MCLG or Maximum Contaminant Level Goal

Level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.

### mg/L — Milligrams per liter (parts per million or ppm)

One mg/L is equivalent to 1 second in 11.5 days.

### MRDL or Maximum Residual Disinfectant Level

The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

### MRDLG or Maximum Residual Disinfectant Level Goal

The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

### N/A — Not applicable

The government has not set a Public Health Goal, Maximum Contaminant Level Goal or Maximum Contaminant Level for this substance.

### ND — None detected

### ng/L — Nanograms per liter (parts per trillion or ppt)

One ng/L is equivalent to 1 second in 32,000 years.

### NL or Notification Level

Health based advisory level established by the DDW for chemicals in drinking water that lack maximum contaminant levels (MCLs) as stated by DDW.

### NTU — Nephelometric turbidity units

Measurement of suspended material

### pCi/L — picoCuries per liter

For uranium, one pCi/L is equivalent to 1 second in 21 years.

### PDWS or Primary Drinking Water Standard

MCLs and MRDLs for contaminants that affect health, along with their monitoring and reporting requirements, and water treatment requirement.

### PHG or Public Health Goal

Level of a contaminant in drinking water below which there is no known or expected risk to health. Public Health Goals are set by the California Environmental Protection Agency.

### µg/L—Micrograms per liter (parts per billion or ppm)

One ug/L is equivalent to 1 second in 32 years.

### µS/cm — Microsiemens per centimeter

# CVWD 2025 Domestic Water Quality Summary

(Covering the reporting period January - December 2024)

DETECTED PARAMETER, UNITS	PHG or (MCLG)	MCL <sup>(1)</sup>	COVE COMMUNITIES <sup>(2)</sup> RANGE (AVERAGE)	ID NO. 8 <sup>(3)</sup> RANGE (AVERAGE)	MCL VIOLATION? (YES/NO)	MAJOR SOURCE(S)
Arsenic, µg/L	0.004	10	ND-4.4 (ND)		No	Erosion of natural deposits
Chloride, mg/L	N/A	500;600 <sup>(1,4)</sup>	0.9-120 (21)	1.2-39 (18)	No	Leaching from natural deposits
Chlorine (as Cl <sub>2</sub> ), mg/L <sup>(5)</sup>	MRDLG=4	MRDL=4.0	ND-3.0 (0.6)	ND-1.9 (1.0)	No	Result of drinking water chlorination
Chromium, µg/L	(100)	50	ND-21 (ND)	12-23 (17)	No	Erosion of natural deposits
Chromium-6, µg/L	0.02	10 <sup>(6)</sup>	ND-21 (8.4) <sup>(7)</sup>	13-23 (18) <sup>(7)</sup>	No	Erosion of natural deposits
Copper, mg/L <sup>(8)</sup> [homes tested/sites exceeding AL]	0.3	AL=1.3	0.08 [50/0]	0.10 [21/0]	No	Internal corrosion of household plumbing
Dibromochloropropane (DBCP), ng/L	3	200	ND-45 (ND)		No	Leaching of banned nematocide which may still be present in soils
Fluoride, mg/L	1	2.0	ND-1.0 (0.5)	0.1-0.6 (0.4)	No	Erosion of natural deposits
Gross Alpha Particle Activity (excluding Uranium), pCi/L	(0)	15	ND-4.5 (ND)		No	Erosion of natural deposits
Hardness (as CaCO <sub>3</sub> ), mg/L		N/A	8.4-310 (120)	52-240 (140)	No	Erosion of natural deposits
Iron, µg/L	N/A	300 <sup>(1)</sup>	ND-180 (ND)		No	Leaching from natural deposits
Nitrate (as Nitrogen), mg/L	10	10	ND-9.0 (1.1)	ND-1.4 (0.7)	No	Leaching of fertilizer, animal wastes or natural deposits
Perchlorate, µg/L	1	6	ND-2.6 (ND)		No	Leaching from fertilizer, industrial or natural sources
pH, units		N/A	7.3-8.3 (8.0)	7.7-8.2 (8.0)	No	Physical characteristic
Radium 228, pCi/L	0.019	5	ND-2.1 (ND)	ND-1.2 (ND)	No	Erosion of natural deposits
Selenium, µg/L	30	50	ND-5.1 (ND)		No	Erosion of natural deposits
Sodium, mg/L		N/A	ND-110 (32)	50-110 (72)	No	Erosion of natural deposits
Specific Conductance, µS/cm	N/A	1,600;2,200 <sup>(1,4)</sup>	240-1,100 (400)	530-880 (650)	No	Substances that form ions when in water
Sulfate, mg/L	N/A	500;600 <sup>(1,4)</sup>	ND-270 (51)	3.3-320 (170)	No	Leaching from natural deposits
Total Coliform Bacteria, positive samples/month	(0)	5% or 1 <sup>(10,11)</sup>	ND-0.7% (ND)		No	Naturally present in the environment
Total Dissolved Solids, mg/L	N/A	1,000;1,500 <sup>(1,4)</sup>	110-680 (250)	360-610 (440)	No	Leaching from natural deposits
Total Trihalomethanes, µg/L <sup>(9)</sup>	N/A	80	ND-12 (6.2)	ND-20 (20)	No	By-product of drinking water chlorination
Turbidity, NTU	N/A	5 <sup>(1)</sup>	ND-0.6 (ND)	ND-0.2 (ND)	No	Leaching from natural deposits
Uranium, pCi/L	0.43	20	ND-13 (3.9)	2.2-7.0 (4.7)	No	Erosion of natural deposits
<b>2020 UNREGULATED CONTAMINANT MONITORING<sup>(12)</sup></b>						
Bromide, µg/L <sup>(13)</sup>		N/A	25-160 (58)		No	Erosion of natural deposits
Germanium, µg/L <sup>(13)</sup>		N/A	ND-0.35 (ND)		No	Erosion of natural deposits
Haloacetic Acids (HAA6Br), µg/L <sup>(13, 14)</sup>		N/A	ND-9.4 (1.7)		No	By-product of drinking water chlorination
Haloacetic Acids (HAA9), µg/L <sup>(13, 15)</sup>		N/A	ND-18 (2.9)		No	By-product of drinking water chlorination
Manganese, µg/L	N/A	50 <sup>(1)</sup>	ND-1.6 (ND)		No	Erosion of natural deposits

## FOOTNOTES:

**(1)** Values with this footnote have fixed Secondary MCLs, remaining values are Primary MCLs unless identified otherwise.

**(2)** Cove Communities includes the communities of Rancho Mirage, Thousand Palms, Palm Desert, Indian Wells, La Quinta, Mecca, Bombay Beach, North Shore, Hot Mineral Spa; and portions of Bermuda Dunes, Cathedral City, Indio, Oasis, Riverside County, Thermal, Valerie Jean, Desert Shores, Salton Sea Beach and Salton City.

**(3)** ID No. 8 includes the communities of Indio Hills, Sky Valley; and select areas within and adjacent to Desert Hot Springs.

**(4)** This constituent is monitored for aesthetics such as taste and odor. A fixed consumer acceptance contaminant level has not been established for this constituent.

**(5)** The reported average represents the highest running annual average based on distribution monitoring.

**(6)** California's Chromium-6 (Cr-6) drinking water MCL became effective on October 1, 2024; initial regulatory monitoring shall be completed no later than April 1, 2025.

**(7)** The reported values include results collected from voluntary monitoring performed prior to the State's adoption of the Cr-6 MCL effective October 1, 2024. Initial regulatory monitoring began in 2024 and completed by April 1, 2025.

**(8)** The reported values are 90th percentile levels for samples collected from faucets in water user homes.

**(9)** The reported average represents the highest locational running annual average (LRAA) based on distribution system monitoring.

**(10)** Systems that collect 40 or more samples per month (Cove Communities): 5.0% of monthly samples are positive. Systems that collect less than 40 samples per month (ID No. 8): 1 positive monthly sample.

**(11)** All water systems are required to comply with the California Total Coliform Rule and the Federal Revised Total Coliform Rule. The USEPA anticipates greater public health protection as the new rule requires water systems that are vulnerable to microbial contamination to identify and fix problems.

**(12)** In 2020, USEPA required unregulated contaminant monitoring (identified as UCMR4) for select CVWD domestic facilities in Cove Communities.

**(13)** Unregulated contaminants are those for which USEPA and DDW have not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist both regulatory agencies in determining the occurrence of unregulated contaminants in drinking water and whether further regulation is warranted.

**(14)** Results from 2020 unregulated contaminant monitoring rule (UCMR4) testing for six Haloacetic Acids (HAA6Br). CVWD performed this monitoring at select CVWD domestic facilities in Cove Communities.

**(15)** Results from 2020 unregulated contaminant monitoring rule (UCMR4) testing for nine Haloacetic Acids (HAA9). CVWD performed this monitoring at select CVWD domestic facilities in Cove Communities.

## MORE INFORMATION:

To receive a summary of CVWD's source water assessments or additional water quality data or clarification, call CVWD's Water Quality Division at (760) 398-2651.

Complete copies of source water assessments may be viewed at CVWD's office at 75-525 Hovley Lane East, Palm Desert, CA 92211.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo ó hable con alguien que lo entienda bien. También puede llamar al CVWD al número de teléfono (760) 398-2651 ó vaya a [cvwd.org/CCR/Spanish2025](http://cvwd.org/CCR/Spanish2025).

**Note: Above statement fulfills California Code of Regulations' requirement in section 64481(I).**

**TO READ THIS TABLE:** First, determine your service area by referring to footnotes 2 and 3 on the opposite page. Then move down the corresponding column, comparing the detection level of each chemical or other contaminant with the Public Health Goal (PHG), Maximum Contaminant Level Goal (MCLG) and MCL.

For example, if you live in La Quinta and want to know the level of fluoride detected in your service area, you would look down the Cove Communities column and stop at the fluoride row. The average fluoride level in that service area is 0.5 mg/L with the range of results varying from ND to 1.0 mg/L.

Compare these values to the MCL in the third column. Fluoride levels in this water comply with the MCL of 2.0 mg/L. The range can show a level above the MCL and still comply with the drinking water standard when compliance is based on average levels found in each water source or water system.

**WHAT'S IN MY WATER?** CVWD analyzed more than 17,000 water samples last year to monitor the water quality of drinking water delivered to its customers. Every year, CVWD is required to analyze a select number of these samples for more than 100 regulated and unregulated substances.

This table lists those substances that were detected in CVWD's two service areas. Dark grey boxes indicate the substance was not detected (ND), existing data is no longer reportable, or there is no available data. The data on the chart summarizes results of the most recent monitoring completed between 2015 and 2024. CVWD did not have any Maximum Contaminant Level (MCL) violations in 2024.

Cr-6 was detected at levels that exceed the Cr-6 MCL. While a water system of CVWD's size is not considered in violation of the Cr-6 MCL until after October 1, 2026, and October 1, 2027, for the Cove Community and ID No. 8 public water systems, respectively. CVWD is working to address this exceedance and comply with the MCL by preparing a compliance plan for the Cr-6 MCL.



# SEVEN AREAS OF SERVICE

## DOMESTIC DRINKING WATER

CVWD began supplying drinking water to Coachella Valley residents in 1961 after acquiring the operations of two privately held water companies, serving just 1,100 active connections at the time. Today, CVWD is the region's largest domestic water provider, delivering to a population of 270,000 through 114,708 active accounts. Water is sourced from wells drilled into the region's natural groundwater basin beneath the valley floor. Wells then pump water into pipes for on-demand delivery to homes and businesses. Water not used immediately is stored in enclosed reservoirs for later use.

Customer rates for domestic water help cover the cost of service, including well and reservoir operations, pipeline maintenance, and aquifer replenishment. As a public water provider, CVWD only charges what it costs to provide water and cannot generate a profit.

### FAST FACTS:

- The total water delivered in 2024 was **90,099 acre-feet**.
- The average daily demand for domestic water is **80.4 million gallons**.
- CVWD has **92 active wells** that have a total daily well pumping capacity of **232 million gallons**.

## GROUNDWATER REPLENISHMENT & IMPORTED WATER

For decades, CVWD and Desert Water Agency (DWA) have been working together to protect the Coachella Valley Groundwater Basin from overdraft. Through effective groundwater replenishment initiatives, CVWD and DWA have percolated billions of gallons of water into the underground aquifer at the Whitewater and Mission Creek Groundwater Replenishment Facilities. In 2024 alone, CVWD replenished an impressive 104 billion gallons (321,000 acre-feet) of water at three CVWD replenishment facilities, helping to maintain long-term groundwater sustainability.

Groundwater replenishment has been possible due to supplies of imported water from two sources:

- The Colorado River, via the 123-mile Coachella Canal.
- The State Water Project (SWP), via the Sacramento-San Joaquin Delta, which is exchanged bucket-for-bucket with the Metropolitan Water District of Southern California's Colorado River water through the Colorado River Aqueduct, as CVWD and DWA do not have a direct connection to the SWP system.



Victoria Falls desert landscape conversion



North Indio Regional Flood Control project



Nonpotable water connection

## AGRICULTURAL IRRIGATION

The Coachella Valley's agricultural sector is a major economic driver in the region, generating approximately \$575 million annually. CVWD's agricultural service area encompasses 137,416 acres, with over 50% of local farmland irrigated partly with Colorado River water delivered via the 123-mile Coachella Canal, a branch of the All-American Canal. In 2024, CVWD supplied about 247,000 acre-feet of Colorado River water to support local farms and delivered water to more than 1,200 irrigation customers. CVWD also maintains the valley's agricultural drainage system, which serves 37,425 acres of farmland.

## WATER CONSERVATION

Through years of dedicated water management programs, CVWD has contributed to significant improvements in groundwater levels. Since 2002, CVWD has developed comprehensive, long-term water management planning documents that address key issues, including water demand projections, drought risk assessment, seismic risks, water shortage preparedness, and climate change evaluations. Additionally, CVWD's Water Management team works closely with customers to boost water efficiency by offering rebates for turf conversion, appliance rebate programs, smart irrigation controller upgrades, and free conservation kits. On-site reviews also help customers stay within their water budgets through customized recommendations.

## STORMWATER PROTECTION & FLOOD CONTROL

CVWD protects 381,479 acres of the Coachella Valley from regional flooding through an extensive stormwater management system. CVWD maintains key infrastructure, including 19 stormwater protection channels and the 50-mile Whitewater River/Coachella Valley Stormwater Channel, which carries runoff throughout the valley from the Whitewater area north of Palm Springs to the Salton Sea. In total, this system covers 172.6 miles of regional stormwater channels that efficiently direct floodwaters from local drainage, rain, and snowmelt from the surrounding mountains to help safeguard desert communities and property.

## NONPOTABLE & RECYCLED WATER

CVWD provides recycled and nonpotable water (from the Coachella Canal) for irrigation services to golf courses, local farms, businesses, and HOAs within its service area. CVWD collects about 3.4 billion gallons of wastewater from homes and businesses annually and treats it at two reclamation plants. Water is recycled through an advanced multi-step process that removes solids, organic materials, chemicals, and germs. To ensure water quality and safety, highly trained employees collect and test recycled water samples daily to meet strict regulations. Canal water is delivered to CVWD's Wastewater Reclamation Plant in Palm Desert through the Mid-Valley Pipeline, a seven-mile, 54-inch pipeline.

## SEWER SERVICE OR WASTEWATER

Serving a population of 251,000, wastewater services are provided to most CVWD domestic water customers. CVWD operates five wastewater reclamation plants, spanning from Palm Desert to Thermal, and maintains 1,181.8 miles of sewer pipelines and 27 lift stations that collect and transport wastewater to the nearest water reclamation facility. Two of the five plants treat wastewater to meet state standards for nonpotable water, which is used by irrigation customers instead of groundwater.

# CVWD'S EMERGENCY PREPAREDNESS WEBPAGE | KEEPS THE COMMUNITY INFORMED



CVWD domestic well



Generator at lift station 81-03

## HOW CVWD PREPARES:

**Reliable Water Supply** – CVWD pumps and stores millions of gallons of water daily to ensure a steady supply, with hydrants maintaining optimal pressure for firefighting.

**Proactive Hydrant Maintenance** – Nearly 19,000 hydrants are regularly inspected, flushed, and serviced to meet safety standards and remain emergency-ready.

**System Upgrades** – Ongoing improvements, including hydrant replacements and advanced monitoring, enhance performance and reliability.

**Emergency Response Coordination** – CVWD works closely with fire departments and first responders to ensure a swift, effective water supply response during disasters.



CVWD has updated its Emergency Preparedness webpage to help customers stay informed and ready in the face of disasters and other emergencies. The webpage serves as a central hub for emergency information, offering resources like the Emergency Preparedness Fact Sheet, FAQs, and links to federal preparedness tools. As part of its commitment to public safety, CVWD maintains a robust Emergency Response Plan and ensures regular inspection of hydrants to support first responders and minimize service downtime. This effort reflects CVWD's dedication to protecting the community through safe, reliable, and resilient water services.

## PREPAREDNESS FAQs:

### WHAT HAPPENS TO THE WATER SUPPLY DURING A NATURAL DISASTER?

While natural disasters and their impact are unpredictable, CVWD's infrastructure and emergency plans are designed to minimize disruptions. Our wells, reservoirs, and backup generators ensure continuous water availability during emergency needs. Coordination with fire departments and local authorities allows for immediate response and resource allocation.

In extreme cases, water quality could be compromised, and customers could be advised not to drink the water until further notice. This alert is called a "Boil Notice," where customers are directed to boil tap water before using it for drinking, cooking, or brushing their teeth.

### WHAT IS CVWD'S GENERAL WATER SUPPLY AND STORAGE CAPACITY?

CVWD's water system is robust and reliable. Wells pump 234 million gallons of water daily, which is stored in 68 reservoirs with a combined capacity of 174.2 million gallons. This infrastructure ensures adequate water availability for residential, commercial, and emergency needs.

### HOW CAN I STAY INFORMED DURING AN EMERGENCY OR NATURAL DISASTER IN MY AREA?

Follow your city or county, first responders (fire, police), and utility providers (water, power, and gas) on social media and bookmark their websites and phone numbers. Ensure your contact information is up-to-date with your utility providers to receive urgent alerts. It's essential to combat misinformation by getting information directly from first responders and utility sources such as CVWD, not mainstream news or news entertainment sites.

Learn more by visiting the Emergency Preparedness webpage. Scan the QR code or visit [cvwd.org/emergencypreparedness](https://cvwd.org/emergencypreparedness).

## CVWD Secures \$39 Million Grant for Plant Expansion, Blending Recycled and Canal Water for Irrigation

CVWD has secured a \$39 million federal grant to expand its Thermal Water Reclamation plant. Awarded in January 2025 by the U.S. Bureau of Reclamation, the funding will support a new blended water supply for agricultural irrigation.

For the first time, CVWD will blend recycled water and canal water at its treatment plant in Thermal. Phase 1 enables the blended water supply to be delivered to three large agricultural irrigation customers.

Phase 1 of the expansion is projected to conserve 33,600 acre-feet of Colorado River water over 30 years (2029 to 2058), contributing to the stability of Lake Mead. The grant supports CVWD's commitment to the long-term preservation of the Lower Colorado River Basin as a reliable water resource for the community.

This expansion also aligns with CVWD's sustainability goals outlined in the 2022 Revised Indio Subbasin Water Management Plan to continue developing projects to increase recycled water as a dependable water supply.

The expansion of the Water Reclamation Plant No. 4 includes two future phases. Once completed, the facility will have the capacity to deliver up to 10 million gallons of recycled water per day.

The grant is part of a larger \$284.8 million investment by the Bureau of Reclamation into long-term conservation projects across the Lower Colorado River Basin. CVWD is one of four water agencies awarded a share of this larger investment, secured under the Inflation Reduction Act. Collectively, these projects are expected to conserve more than 492,000 acre-feet of Colorado River water.

As a key stakeholder on the River, CVWD has been actively engaged in ensuring that it remains an essential resource to support our local community and economy.



Wastewater Reclamation Plant 4



# CVWD Nears Completion of PHASE III OF TELEMETRY UPGRADE

CVWD is making strides in modernizing how it monitors and manages water operations. During Fiscal Year 2024-2025, CVWD's Electronics division implemented telemetry upgrades at 22 well sites, helping remote locations communicate more quickly and directly with the Supervisory Control and Data Acquisition (SCADA) system.

SCADA is akin to a smart control panel that oversees and manages large, complex systems from a central location. These upgrades provide faster, more accurate, and nearly real-time data collection from the field to the control room.

## Why the Upgrade Was Needed

The original SCADA and telemetry system, considered cutting-edge in the early 1990s, had limitations. Before the upgrades, data collected from master/remote telemetry units had to be translated before the SCADA system could interpret it—like using Google Translate to understand our water systems.

Now, with upgraded programmable logic controllers (PLCs), data flows directly and more efficiently to the SCADA system, streamlining operations. These upgrades improve operational efficiency while supporting the district's ability to implement "time-of-use" programs to optimize energy consumption.

## What is Telemetry?

Think of telemetry as a super-fast highway for data. It allows CVWD to remotely monitor and control critical metrics such as water flow, pressure, and levels. This infrastructure enables real-time information from wells, reservoirs, and other locations to flow smoothly to the SCADA system.

This data empowers SCADA control operators to make crucial decisions affecting all aspects of CVWD's service areas.



Before the upgrade



After the upgrade

## The Team Behind the Upgrade

CVWD's Electronics Division has been pivotal in the completion of the upgrades. Over the last fiscal year, the team replaced outdated components with modern PLCs at 22 well sites and sanitation lift stations. They also updated software and conducted thorough testing to ensure seamless communication with the SCADA system.

All work was completed in-house, saving CVWD time and money. Performing the upgrades internally allowed current electronics technicians to learn directly from legacy systems, retaining valuable institutional knowledge.

## The Impact

- Empowered field operators and maintenance crews to make quicker decisions and troubleshoot issues efficiently.
- Enhanced real-time access to crucial information for faster decision-making.
- Improved issue resolution and water operations for technicians and customers.
- Upgraded 67 domestic sites since 2023.

## What's Next?

CVWD plans to upgrade 50 more domestic sites by June 2026 and over 265 field telemetry units across CVWD's service area by the end of 2027.



Electronic Shop Technician testing a newly installed PLC

## Enhanced, Modernized CUSTOMER BILLING SYSTEM Coming Soon

Fall 2024 marked an exciting milestone as CVWD officially launched the implementation of SpryPoint, a modern, cloud-based utility platform designed to enhance the way we serve our customers.

With SpryPoint, we are investing in a smarter, more agile system that streamlines operations, improves service reliability, and enables faster, more responsive customer support. This transformation will allow us to offer more convenient digital tools, provide more transparent communication, and deliver a more personalized experience for every customer interaction.

By replacing legacy systems with this innovative solution, CVWD is not only improving efficiency behind the scenes but also laying the foundation for enhanced customer service. It will also improve efficiency for field technicians and service orders.

As CVWD moves forward with this implementation, customers can expect a more seamless experience. SpryPoint's advanced capabilities will enable real-time updates, faster service requests, and more intuitive self-service options, empowering customers to manage their accounts with greater ease and confidence.



Whether it's receiving timely notifications, accessing usage data, or resolving issues more quickly, this upgrade is all about putting customers first. CVWD is committed to ensuring a smooth transition and will continue to communicate updates and improvements as we bring this powerful new system online.

At the same time, CVWD is also upgrading its financial and human resources systems with a software system that integrates core business processes into a single source, ensuring data quality, consistency, and accuracy.

Customers can expect notifications and communication before the launch of the customer billing system in fall 2026.

## CVWD COMPLETES CRITICAL PIPELINE PROJECT in the Eastern Coachella Valley

CVWD celebrates the completion of the Avenue 66 Transmission Main Project, also known as the Saint Anthony Mobile Home Park Water Consolidation project, which will now provide the critical backbone infrastructure to immediately connect three mobile home parks to CVWD's domestic (drinking) water system and up to 35 future connections.



The Project included the installation of approximately 26,723 linear feet of 30-inch-diameter water transmission main pipe along Avenue 66 and approximately 4,463 linear feet of 12-inch-diameter water transmission main along Lincoln Street, in the unincorporated area of Riverside County.

The three mobile home parks being connected are Saint Anthony, Seferino Huerta, and Manuela Garcia. The Avenue 66 Transmission Main also provides water supply reliability to CVWD's domestic water system serving the communities of Mecca, North Shore, and Bombay Beach.

Many Eastern Coachella Valley community members receive water from failing or at-risk private water systems and have unreliable sanitation systems. When systems fail or the power goes out, families can go without water for days.

This project is part of a multi-year effort by CVWD's Disadvantaged Communities Infrastructure Task Force to secure funding for projects to consolidate and connect thousands of Eastern Coachella Valley residents to CVWD's domestic water system.

Project funding includes a \$23.4 million grant from the State Water Resources Control Board, a \$7 million grant from the Department of Water Resources, appropriated through the Budget Act of 2021, supported by former Assemblymember Eduardo Garcia, \$1.2 million from Proposition 1 Round 1 Integrated Regional Water Management (IRWM) implementation grant, and \$165,665 from the Disadvantaged Community Involvement grant.

# 2024 by the NUMBERS

MG: Million gallons | MGD: Million gallons per day | AF: Acre-feet

**569** full-time & **2** part-time employees budgeted as of 6/30/2025

**\$91,272,361,157**

Combined assessed valuation for property within the CVWD service boundaries as of 6/30/2025

### DOMESTIC (DRINKING) WATER SERVICE INFORMATION

Population Served	270,000
Active Accounts <sup>1</sup>	114,708
Average Daily Demand	80.4 MGD
Total Water Delivered	90,099 AF

### SYSTEM INFORMATION

Active Wells	92
Total Daily Well Pumping Capacity	232 MGD
Distribution Reservoirs	68
Storage Capacity	174.2 MG
Distribution Piping System	2,075 Miles



### GROUNDWATER MANAGEMENT

In cooperation with Desert Water Agency

Replenishment facilities	4
Replenishment from imported water	316,243 AF
Imported supply since 1973 through 2024	5,117,029 AF

### BLENDED, MVP, RECYCLED WATER<sup>2</sup>

#### SERVICE INFORMATION

Active Accounts	24
Average Daily Flow	11.61 MGD
Total Blended & MVP Water Supplied:	21.6 MGD

#### SYSTEM INFORMATION

Wastewater Reclamation Plants	2
Total Daily Tertiary Capacity	17.5 MGD
Distribution Piping System	46 Miles

<sup>1</sup> The number of active service connections excludes fire service.

<sup>2</sup> **Blended:** Recycled water blended with Colorado River water  
**MVP:** Colorado River water accessed from the Mid-Valley Pipeline  
**Recycled:** Reclaimed wastewater from Wastewater Reclamation Plants 7 and 10

### AGRICULTURAL DRAINAGE

Total on-farm drains	2,298 Miles
Acreage with farm drains	37,425 Acres
District open drains	21 Miles
District pipe drains	166 Miles

### CANAL WATER

#### SERVICE INFORMATION

Irrigable Acres for Service	78,249
Active Accounts	1,427
Total Water Delivered	297,015 AF
Average Daily Demand	936 AF
Maximum Daily Demand	1,486 AF

#### SYSTEM INFORMATION

Reservoirs	8
Storage Capacity	2,114 AF
Distribution System	503 Miles
Pumping Plants	20
Length of Canal	123 Miles

### STORMWATER PROTECTION

#### SERVICE INFORMATION

Service Area	381,479 acres
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#### SYSTEM INFORMATION

Stormwater Channels	19
Length of Whitewater River/Coachella Stormwater Channel	50 Miles
Length of all Regional Flood Protection Facilities	172.6 Miles

### WASTEWATER

#### SERVICE INFORMATION

Population Served	251,000
Active Accounts	106,574
Average Daily Flow	17.35 MGD

#### SYSTEM INFORMATION

Wastewater Reclamation Plants	5
Total Daily Plant Capacity	33.1 MGD
Collection Piping System	1,181.8 Miles



## COACHELLA VALLEY WATER DISTRICT

P.O. Box 1058  
Coachella, CA 92236

(760) 398-2651 | [cvwd.org](http://cvwd.org)



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92260



# PAYING YOUR BILL

**Payment methods:** Visa, MasterCard, American Express, Discover, checking/savings accounts, Amazon Pay, PayPal, and Venmo payments are accepted.

**Electronic notification when bill is due:** Save paper by enrolling in our electronic notification program and be notified by e-mail when your new bill is available to view online. To submit your request online, please visit the Pay My Bill section at [CVWD.org](http://CVWD.org).

**Automatic electronic payment:** Your monthly payment can be automatically deducted from your checking account or debit card or charged to your credit card. To submit your request online, please visit the Pay My Bill section at [CVWD.org](http://CVWD.org). Should you have any questions, call Customer Service at (760) 391-9600.

**Online with a credit card:** Customers can view bills and pay them online. Visit the Pay My Bill section at [CVWD.org](http://CVWD.org).

**Pay by mail:** Mailed payments should be sent to: P.O. Box 5000, Coachella, CA 92236.

**Pay by phone:** To pay by phone, call the CVWD automated system 24/7 at (844) 309-5917 or (760) 391-9600. Customer Service Representatives are available **Monday through Friday from 8 a.m. to 5 p.m.**

**Pay in person:** Payment with a customer service representative is available in both our Palm Desert and Coachella locations during business hours: **Monday through Friday, 8 a.m. to 4 p.m. Palm Desert:** 75-525 Hovley Lane East and **Coachella:** 51-501 Tyler St. Drop boxes are also available 24 hours a day at offices in Palm Desert and Coachella.