

## Did you know?



CVWD tests more than 15,000 water samples each year

to ensure your water is safe to drink and to also meet state and federal standards.

In fact, most of the water in the valley doesn't require any treatment. Chlorine is added to ensure the water delivered through pipelines meets California's stringent standards for bacteria.



## Help protect the sewer pipes in your community

### CVWD is here for you!



Contact us if you have questions or concerns about

your water bill. We are here to help answer questions and provide assistance, including on-site conservation visits. Give us a call at (760) 391-9600.

### Connect with us



Like us on Facebook and Twitter to stay

up-to-date with the latest water related news and information.

Coachella Valley Water District provides sewer service to more than 94,000 accounts. It operates five wastewater reclamation plants with the total capacity of more than 33 million gallons per day. Sewer services are important and critical to the citizens of the Coachella Valley. However, the system is fighting damage caused by users flushing items or putting items down the drain that do not belong there.

For instance, London is currently working to remove an 820-foot-long, 130-ton blockage out of their system. In systems like CVWD's which relies on pumps and motors to move waste, the problem can create serious damage to pumps and other equipment. If objects such as "flushable" wipes and diapers clump together, they can get stuck in our equipment. This can cause damage and even destroy pumps, which could cost more than \$40,000 to replace.

Each year CVWD spends about \$1 million maintaining and cleaning the sewer system. A great deal of that effort is removing items that should not have gone down the drain in the first place.

Many items can cause damage, but the most prevalent ones that CVWD sees are grease,

diapers and "flushable" wipes. Remember, just because an item says it is flushable does not mean that it will disintegrate or breakdown.

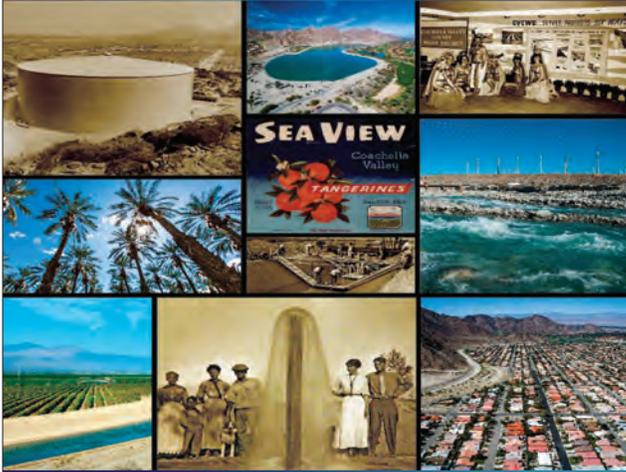
In addition to causing damage to the CVWD system, items like this can also harm the private plumbing at your home or business, creating clogs or other problems. So remember to be sewer smart—do not flush or drain any item that should go in the trash or be disposed of another way.

#### Use the following list as a guide of what not to flush or put down the drain.

- ✓ Fats, oils and grease
- ✓ "Flushable" wipes, cotton pads and swabs, facial tissues, or other personal hygiene items
- ✓ Paper towels
- ✓ Hazardous waste such as household chemicals, cleaning paint, cement, stucco, or pool grout
- ✓ Medications of any kind
- ✓ Eggshells, coffee grounds, any non-organic materials

Visit [www.cvwd.org](http://www.cvwd.org) for more information.

# Coachella Valley Water District



**ADDITIONAL DETAILS COMING SOON**

## SAVE THE DATE

**Sunday, Nov. 4 • 9 a.m. to noon**  
**100<sup>th</sup> Anniversary of the**  
**Coachella Valley Water District**

The party will be at The Living Desert featuring:

- Informational booths
- Activities
- Locally grown food
- Giveaways

**The first 100 guests will get**  
**free admission to the park – on us!**



## Water use restrictions remain in effect

A partial list of water-use restrictions is listed below:

- Do not water outdoor landscaping during and within 48 hours after measurable rainfall
- Do not wash down driveways, patios or sidewalks.
- Repair broken sprinklers within 24 hours of notification.
- Use a hose with a shut-off nozzle when washing your vehicle or windows.
- Fix irrigation systems that cause wasteful water runoff.
- Do not apply water to hard surfaces such as streets, sidewalks and driveways.

## Delivery options available for Annual Review & Water Quality Report

As part of our ongoing effort to provide alternate ways for customers to connect with CVWD, we are offering different options for receiving our Annual Review & Water Quality Report, also known as the Consumer Confidence Report (CCR).

The Annual Review includes a look at the year's accomplishments, completed projects, current water issues and future plans.

Customers can opt to have an electronic

version emailed, view it online or continue to receive a print version by mail. The report is posted online by June 30 each year.

Customers with international addresses should choose one of the electronic methods or contact us for other options.

**To request an electronic copy visit [www.cvwd.org/](http://www.cvwd.org/) optout by May 18.** No action is required if you have previously made changes to your preferences.

## Customer assistance program available



Under CVWD's customer assistance program, eligible residential customers can receive a \$100 credit on their water bill once in a 12 month period. Customers must reapply every year.

Customers who need help paying their water bill can apply with United Way of the Desert at (760) 323-2731, ext. 23 or visit [unitedwayofthedesert.org/help2others](http://unitedwayofthedesert.org/help2others)

United Way of the Desert screens eligible customers and provides them with assistance in paying a past due water bill.

Charitable donations are accepted through United Way. Donations must be made directly to United Way of the Desert. All donations are tax-deductible.

### Coachella Valley Water District

Main line: (760) 398-2651

Customer Service: (760) 391-9600

Website: [www.cvwd.org](http://www.cvwd.org)

### Board Meetings

Board meetings are generally held the second and fourth Tuesday of each month at 8 a.m. The public is encouraged to attend these meetings to learn more about the water district. Meetings alternate between the district's Palm Desert and Coachella offices. Meeting agendas are posted online three business days prior to a meeting and include the time and location.

