

Water News



Published for drinking water customers of the Coachella Valley Water District

Spring 2019

Did you know?



To date, CVWD and Desert Water Agency's

groundwater replenishment programs have replenished about **1.2 trillion gallons of imported water** into the aquifer at their groundwater replenishment facilities. This has been possible thanks to entitlements of imported water from the Sacramento Bay Delta, the Colorado River and natural replenishment from local mountain streams.

Your water is our promise



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



Follow us on Facebook, Instagram

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



Study shows increasing groundwater levels in the valley

A study of groundwater levels shows significant increases over the past 10 years throughout most of the Coachella Valley.

The study produced two annual reports for the 2017-18 water year, one on the Indio Subbasin and the other on the Mission Creek Subbasin, which make up most of the valley's aquifer.

The Indio Subbasin report shows that over the past ten years there were significant increases in groundwater levels in most of the subbasin in the range of 2-50 feet. These gains highlight the progress towards the long-term sustainable management of the subbasin.

There were localized portions of decreased water levels in the range of 2-8 feet in the mid-valley area. This area will soon benefit from CVWD's Palm Desert Replenishment Facility. Phase one of the project has been completed and phase two planning is underway.

CVWD is also continuing efforts to connect more golf courses to nonpotable water such as recycled or Colorado River water instead of groundwater.

The Indio Subbasin is located under the cities of Palm Springs, Cathedral City, Rancho Mirage, Palm

Desert, Indian Wells, La Quinta, Indio, and Coachella, and the unincorporated communities of Thousand Palms, Thermal, Bermuda Dunes, Oasis, and Mecca.

In addition, the Mission Creek Subbasin report also shows that over the past ten years there were significant increases in groundwater levels in most of the subbasin of up to 28.5 feet.

There was a localized decrease near the Mission Creek Groundwater Replenishment Facility of 4.3 feet due to expected fluctuating water delivery amounts that occur in any given year but overall the Mission Creek Subbasin shows significant water level increases compared to 10 years ago.

The Mission Creek Subbasin is located underneath the cities of Whitewater, Desert Hot Springs, Palm Springs and Indio Hills.

Maintaining the positive trends observed in groundwater storage in both subbasins during the past 10 years depends on successful Groundwater Replenishment Programs along with continued efforts to conserve, reduce water waste and to connect customers to the nonpotable water system for irrigation purposes.

To read the full reports, visit cvwd.org/sgma.



Water quality report options save money and paper

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, 2019 at www.cvwd.org/CCR/2019.
- Request a printed copy by calling (760) 391-9600. Note: the printed CCR also includes CVWD's annual report.

Secure payment upgrade coming soon, payment options changing

CVWD is updating its payment system to offer customers the latest security measures available in accordance with the Payment Card Industry (PCI) Security Council.

Starting July 1, customers will no longer have the option to pay their bill or purchase items from CVWD by telephone with a live person. Customers will be directed to a secure automated system where credit card information will be entered by the cardholder.

Customers can still make credit card payments through CVWD's online payment system or through automatic billing free of charge.

For more information, visit www.cvwd.org or call 760-391-9600.



Permanent water-use restrictions

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.



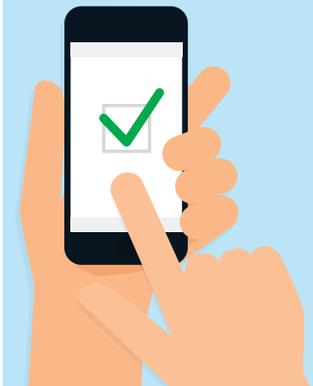
Customer assistance program available

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

Eligible customers can apply with United Way of the Desert at (760) 323-2731, ext. 105 or visit 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

Your Water is our promise

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.

Main line: (760) 398-2651

Customer Service: (760) 391-9600

Website: www.cvwd.org

