

Water News



Published for drinking water customers of the Coachella Valley Water District

Summer 2019
Stay hydrated with, high quality tap water this season

Landscape rebates for residents, HOAs & businesses

 CVWD offers rebate programs to help customers improve water-efficiency outside their homes and businesses. Here is a list of landscape rebates.

-  Residential Landscape Conversion Rebate Program
-  Residential Smart Irrigation Controller Program
-  Residential Rotary Nozzle Rebate Program
-  HOA & Commercial Landscape Conversion Rebate Program
-  HOA & Commercial Smart Irrigation Controller Rebate Program
-  HOA & Commercial Rotary Nozzle Rebate Program
-  HOA & Commercial Irrigation Upgrade Rebate Program

All rebate programs require pre-approval. Apply online at cvwd.org/rebates or pick up an application at CVWD's office (75-525 Hovley Lane East, Palm Desert).

Board approves domestic water rate increase, effective July 1



CVWD Board of Directors adopted new water rates on June 11, 2019.

The rate increase will increase the average monthly bill for customers by \$1.84 per month, effective July 1, 2019.

The increase approved by the board followed much discussion among board members

and staff and some public testimony. The final rate was lower than what was recommended by staff who had noted CVWD's upcoming capital improvement program includes important upgrades to infrastructure. Projects include miles of water main that need to be replaced and 64 reservoirs requiring inspections and rehabilitation.

Currently, according to the staff report, the three-year forecast shows a budget shortfall of \$81 million. This is based upon a revenue forecast of \$246 million, and an expense forecast of \$327 million (including \$261 million in operating expense, and \$116 million in capital improvement programs, plus offsets of nonoperating revenues).

To close the gaps, staff outlined three options and recommended one, called Option C, that would have covered the fiscal 2020 and 2021 shortfalls in fiscal 2020 with an 18.5% increase with no rate increase anticipated for fiscal 2021.

The board instead supported the first-year plan outlined in the staff's Option A that eliminates the shortfall for fiscal 2020 but leaves fiscal 2021 up for future deliberation.

For more information, visit cvwd.org/ratechanges.

Understanding your new water rates

Domestic water rates are calculated to reflect the true cost of providing water service to more than 108,000 customers.

New water budget rates for volumetric use

As of July 1, 2019 (reflected on bills beginning on Aug. 1, 2019)

Tiers	Rate Per CCF	Single Family	Multi-Family (per unit)	Landscape Irrigation	Commercial
1	\$.98	Up to 8 CCF		n/a	
2	\$1.37	Up to 100% of water budget			8 CCF per EDU
3	\$2.55	100% up to 175% of water budget			
4	\$4.83	175% up to 300% of water budget			
5	\$6.34	300% or more of water budget			

What is a water budget?

Customers are allocated an efficient amount of water based on each customer's needs. Residential water budgets include an indoor budget and an outdoor budget.

For commercial customers, the indoor water budget is based on the number of equivalent dwelling units (EDUs) assigned to the property by CVWD when the business was established or reassigned.

An EDU is a term used to compare the wastewater flows generated from a commercial business to those generated by a single family residential unit.

Fixed rates by meter size

Effective July 1, 2019 (reflected on bills beginning Aug. 1, 2019)

Meter Size	Single Family	Multi-Family	Commercial	Landscape Irrigation
3/4"	\$7.92	\$9.05	\$5.68	\$19.63
1"	\$13.18	\$15.07	\$9.46	\$32.74
1-1/2"	\$26.36	\$30.21	\$18.93	\$65.46

Fixed rates are designed to recover unchanging costs associated with the operation and maintenance of a water system.



Highly trained employees monitor and test your water

CVWD is committed to delivering high-quality groundwater from a natural aquifer that lies underneath the valley floor to thousands of local homes and businesses.

Besides groundwater, the aquifer is filled with sand, gravel, and clay sediments. The natural layering of these sediments within the aquifer helps protect groundwater served to Coachella Valley communities.

CVWD's highly trained employees monitor your water system daily and collect more than 15,000 water samples annually rain or shine. Most water samples are tested in our state-certified laboratory, which operates every day to ensure we are delivering safe, high-quality water to our customers.

Water quality testing data is reported to the State of California and is listed in the annual Water Quality Report, which can be viewed at cvwd.org/CCR/2019.

Your water is our promise. Learn more at cvwd.org/ourpromise.

Assistance program helps pay water bills

CVWD's customer assistance program offers eligible residential customers a \$100 credit on their water bill once in a 12-month period. Customers must reapply for subsequent years.

Customers who need help paying their water bill can apply with United Way of the Desert by calling (760) 323-2731.

United Way of the Desert 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.



Annual Review & Water Quality Report now available

CVWD's Annual Review & Water Quality Report also known as the Consumer Confidence Report (CCR) is now available online or by mail upon request.

The Water Quality Report shows that water delivered by CVWD meets all current state and federal standards along with other water quality testing details. The 2018-19 Water Quality Report can be viewed online at cvwd.org/CCR/2019.

The printed Water Quality Report is part of the district's Annual Review, which includes articles about capital improvement projects completed during the 2018-19 fiscal year. View online in English at cvwd.org/annualreview or in Spanish at cvwd.org/informeannual.

To request a paper copy of the 2018-19 Annual Review & Water Quality Report, call (760) 391-9600 or email CustomerService@cvwd.org.



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

