



Published for drinking water customers of the Coachella Valley Water District

Spring 2017

### Did you know?



Collaborative efforts by CVWD and Desert Water Agency (DWA) have resulted in more than one trillion gallons of water put back into the valley's aquifer since 1973.

The aquifer is the valley's drinking water source and must be properly managed to ensure a reliable water supply for the community.

CVWD and DWA's groundwater replenishment program has proven to be an important tool in the ongoing battle to reduce overdraft of the aquifer. Overdraft is when more water is taken out of the aquifer than can be replaced by artificial or natural replenishment.



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the latest water related news, information and community events!

## CVWD supports governor's decision to end the drought emergency

CVWD supports actions taken recently to lift the state's drought emergency while shifting focus to long-term conservation efforts and improved planning for future droughts.

"CVWD has been among several water agencies lobbying the state to lift the emergency in light of the wet winter and heavy snow pack throughout the state," said CVWD General Manager Jim Barrett. "We have always been committed to promoting conservation and managing the water supplies in a long-term, sustainable manner."

**During the drought emergency months, CVWD customers reduced their water use by an average of 23% compared to the state's base year of 2013.**

Water agencies will be required to continue to record and submit monthly conservation information to the State Water Resources Control Board.

"Our customers have worked hard, many at great cost, to continue to reduce their water use even after the state conservation mandates were eliminated," Barrett said. "They should be commended for that effort and for continuing to show a commitment to making conservation a way of life."

**For smarter drought planning, the state is looking to make water-use restrictions permanent. The following state and local restrictions remain in effect until further notice:**

- ✓ No irrigation during or within 48 hours after measurable rainfall.
- ✓ Broken sprinklers must be repaired within 24 hours of notification.



- ✓ Eating establishments may only serve drinking water upon request.
- ✓ Hotels and motels must provide guests with the option of choosing not to have towels and linens laundered daily.
- ✓ Applying water to outdoor landscapes in a manner that causes runoff to adjacent property, roadways, parking lots, etc. is prohibited.
- ✓ Using a hose to wash an automobile, windows, solar panels, and tennis courts, except where the hose is equipped with a shut-off nozzle, is prohibited.
- ✓ Applying any water to any hard surface including, but not limited to, driveways, sidewalks, and asphalt is prohibited.
- ✓ Using non-recirculated water in a fountain or other decorative water feature is prohibited.
- ✓ Irrigating ornamental turf on public street medians is prohibited.

Many of the restrictions listed above are common sense actions to help eliminate water waste. Since the drought emergency, California communities have become more water efficient and conscious of their water use.

For a complete list of conservation programs, tips for reducing water use and existing water-use restrictions, visit [www.cvwd.org/conservation](http://www.cvwd.org/conservation).

# Delivery options available for Annual Review & Water Quality Report

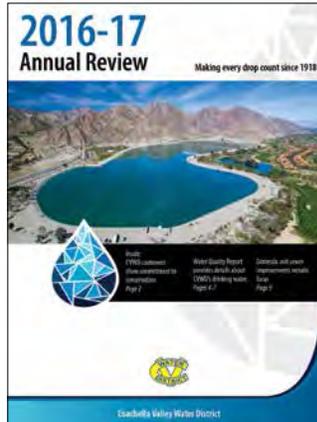
As part of our ongoing effort to provide alternate ways for customers to connect with CVWD, we are offering different options for receiving our Annual Review & Water Quality Report, also known as the Consumer Confidence Report (CCR).

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/optout](http://www.cvwd.org/optout) by May 16. No action is required if you have previously made changes to your preferences.



# Sewer rate restructure proposal coming soon

CVWD is proposing to restructure sewer service rates in a way that treats customers fairly.



The proposed rates are based on water use and the demand that individual customers place on the sewer system. This would not increase revenue for CVWD. It would only change the way customers are charged for sewer service. However, the changes could result in a decrease for some residential customers and a slight increase of \$1.44 per year for others.

**An official notice is being mailed to all sewer customers with more detailed information.**

These changes are being done as a result of a third-party rate study. The study revealed that current rates no longer reflect what it costs to provide sewer services. It also indicated that the current rate structure is overly complex and should be simplified.

CVWD Board of Directors will vote on whether to approve the proposed rate structure changes at the public meeting listed below.

Date: Tuesday, June 27, 2017

Time: 8 a.m.

Location: 75515 Hovley Lane East, Palm Desert

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



## New mobile app now available

Check out our new user-friendly mobile app. The free app is available for iPhone and Android devices. The app allows customers to sign up to receive the latest alerts and notifications as a text message or email.

# New online bill pay system coming soon

CVWD will soon launch an improved online payment system for customers.

This new system will feature more user-friendly options including text notifications and copies of previous months' bills. Customers will also have the ability to pay multiple accounts at once.

Instructions for logging into the new system will be sent by email to all online bill pay customers.

For more information call (760) 391-9600 or visit [www.cvwd.org/billpay](http://www.cvwd.org/billpay).



### Coachella Valley Water District Board of Directors

John Powell Jr., president

Cástulo R. Estrada, vice president

G. Patrick O'Dowd

Anthony Bianco

Peter Nelson

### General Manager

Jim Barrett

### 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.

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