



Water quality & public health is a top priority at CVWD

CVWD is committed to protecting the health of our communities by delivering safe, high quality tap water to customers.

- Highly trained employees monitor water systems and collect more than 15,000 water samples per year rain or shine.
- Water samples are tested for more than 100 regulated and unregulated substances, including tests performed at its own state-certified water quality laboratory.
- CVWD's state certified laboratory operates every day to ensure we are delivering safe, high quality water to our customers. Other certified labs perform some specialized tests.
- CVWD tap water meets all state and federal standards, which are intended to protect public health.

If you have any questions about your tap water, call our water quality division at 760-398-2651. You can also see our water quality report at cvwd.org/waterquality. To request a report by mail, call us at (760) 391-9600.

Here are some factors that contribute to the cost of tap water:

Rising treatment costs



Increasingly stringent drinking water regulations have made it necessary for many water suppliers to invest in costly new treatment technologies, which adds to the cost of providing water. Future water quality regulations will only increase testing and treatment costs.

Aging water infrastructure

CVWD's tap water system comprises nearly 2,000 miles of pipeline, 95 wells and 63 reservoirs. Upgrades and maintenance to upkeep water systems cost approximately \$12 million annually.



Increasing energy costs



It takes a lot of electricity to pump, treat and deliver water. CVWD pays approximately \$9.8 million annually in tap water-related energy costs.

Improve water efficiency with rebates

CVWD offers rebate programs to help customers improve their water-efficiency inside and outside their homes and businesses.



Here are some of the rebates offered.

🌻 Landscape Rebates Programs

Residential customers who replace grass with desert-friendly plants may be eligible for \$2 per square foot, up to 10,000 square feet per program year. For HOA and commercial customers, rebates are available at \$2 per square foot up to a maximum of 25,000 square feet per project.

🌻 Smart irrigation controllers

Free devices are available to eligible residential customers. For HOAs and commercial customers, CVWD will contribute half of the cost of the controller up to \$10,000 per project.

Programs require pre-approval. Visit cvwd.org/rebates for a full list of rebates or to apply online. Or pick up an application at CVWD's Water Management Office, 75-525 Hovley Lane East, Palm Desert.

Questions about your water bill?

We are here to provide assistance, including on-site conservation visits. Contact us if you have questions or concerns about your water bill.

In addition, be sure to keep your contact information up to date.

Give us a call at (760) 391-9600.

Save the date, free residential landscape workshops

Tuesday, January 21, 5:30 - 7 p.m.

Caring for Citrus Trees

Learn how to choose, prune and efficiently irrigate citrus trees for better fruit production and healthier plants.



Speaker: Don Ackley, CVWD Water Management Supervisor & Citrus Expert

Thursday, February 6, 5:30 - 7 p.m.

Designing Outdoor Living Spaces

Dive into design basics and learn how to choose the appropriate plants and other materials for your space to create a beautiful landscape with intention.



Speaker: Tom Doczi, Landscape Architect, TKD Associates, Inc.

Saturday, March 14, 9 to 10 a.m.

Backyard Composting

An introduction on how to make something beneficial for your garden from things you are already throwing away.

Speakers: Riverside Co. Dept. of Waste Resources & Master Composters

Saturday, March 14, 10:30 a.m.

to 1:30 p.m.

Wiggly Worm Composting & Bin Workshop

Compost with worms to convert food scraps into two of the best amendments on earth: worm castings, a fancy name for worm poop and worm tea, a liquid fertilizer.



This class includes a Make-Your-Own Worm-Bin workshop. Either bring your own materials from the list provided on our website or buy the materials for \$26 at the class. Plus, worms are provided for FREE at each workshop. It's fun, easy and kids love it

Speakers: Riverside Co. Dept. of Waste Resources & Master Composters

Tuesday, April 14, 5:30 to 7 p.m.

Synthetic Turf Installation Workshop for Homeowners

Learn about the different types of synthetic turf materials and the best installation practices.

Speaker: Henry Van Antwerp, Imperial Synthetic Turf

All events will be held at CVWD's Steve Robbins Administration Building 75515 Hovley Lane East, Palm Desert.

For more details, visit www.cvwd.org.

Registration is not required but space is limited on a first-come, first-served basis.



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 each year.

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



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

