HOW TO ORDER CANAL WATER ONLINE

STEP 1: Create an online canal water account

If you’ve already created an account go to step 2.

- Visit our homepage at www.cvwd.org.
- Find the Customer Service menu in the Navigation Bar, select Canal Water Service and then Order Canal Water Online.
- Enter meter number and click Submit.
- Select your account number and click Submit.
- Create a password that is at least six characters long with one uppercase and one lowercase letter, plus one numeric digit.
- Enter an email address, a security question and an answer to the security question.
- Check your email. You should receive an email asking you to verify your account.

STEP 2: Log into your account

- Enter your account number and password and click Sign on.
- Check the displayed customer information for accuracy.
- Click the View/Place Orders button on the left to view or place an order.

STEP 3: Place an order

- Once logged in, select the New Order button on the left.
- Select the order type, which is a regular or 12-hour run. Please note that a frost order will be available depending on the current weather conditions.
- Select the turn on and off dates and the other requested information.
- Click Place Order on the left.
- Verify the order details on the next screen and click Accept.

Questions? Give us a call at (760) 398-2651.