

HOW TO ORDER CANAL WATER ONLINE



STEP 1: Create an online canal water account

You must create an account for each meter number once. If you have already done this go to step 2.

- Visit our homepage at www.cvwd.org.
- Click the **Services** tab and choose **Order Canal Water Online**.
- Click on **Coachella Valley Water District Canal Water Online Ordering System**.
- 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 may 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**.

Watch an instructional video at www.cvwd.org/CanalHowTo

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

- Customers can only place one order at a time on-line.
- When placing a frost order on-line, customers cannot have an existing order in the system.



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