

Consumer Confidence Report

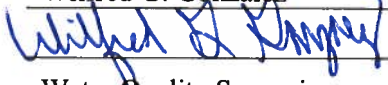
Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Coachella Valley Water District: Improvement District No. 8

Water System Number: CA 3310048

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 7/1/18 (date) to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by: Name: Wilfred G. Gonzalez
Signature: 
Title: Water Quality Supervisor
Phone Number: (760) 398.2651 Date: 9/27/18

To summarize report delivery used and good-faith efforts taken, please complete this page by checking all items that apply and fill-in where appropriate:

- ☒ CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
 - ☒ CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
 - ☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
 - ☒ Posting the CCR at the following URL: www.cvwd.org
 - ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)
 - ☐ Advertising the availability of the CCR in news media (attach copy of press release)
 - ☐ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
 - ☒ Posted the CCR in public places (attach a list of locations) – **CVWD's 3 public lobbies**
 - ☐ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
 - ☒ Delivery to community organizations (attach a list of organizations) – **Please see footnote (1)**
 - ☐ Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
 - ☒ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized) – **Facebook post.**
 - ☐ Other (attach a list of other methods used)
 - ☐ For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following URL:
 - ☐ For privately-owned utilities: Delivered the CCR to the California Public Utilities Commission
- (1) At this time, CVWD has hand-delivered CCR copies to local public libraries (La Quinta, Palm Desert and Rancho Mirage), local city halls (Cathedral City, La Quinta, Palm Desert and Rancho Mirage), and senior center (La Quinta). CVWD will continue to provide CCR copies at public events during 2018.

Consumer Confidence Report Electronic Delivery Certification

Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.

- ☒ Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL: www.www.cvwd.org/waterquality
- ☒ Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL: www.www.cvwd.org/waterquality
- ☐ Water system emailed the CCR as an electronic file email attachment.
- ☐ Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).
- ☐ *Requires prior DDW review and approval.* Water system utilized other electronic delivery method that meets the direct delivery requirement.

Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.

Please see attachments (CVWD Email, CVWD Bill Insert & Newsletter (Water News), CVWD posting for social media, and CVWD's web pages). Please note: For 2018, CVWD has translated their current CCR into Spanish.

These copies are available to the general public in 3 ways: 1. Request a report copy from CVWD; 2. Get a report copy from CVWD's offices (display within public lobbies); and 3. Pick up a report copy at CVWD's community events. Also, CVWD includes current CCR in a CVWD welcome packet to new customers.

*This form is provided as a convenience and may be used to meet the certification requirement of
section 64483(c), California Code of Regulations.*

CVWD ELECTRONIC ANNOUNCEMENT

From: Coachella Valley Water District <cvwd@cvwdmail.org>
Sent: Thursday, April 5, 2018 12:08 PM
To:
Subject: Water News - spring 2018

[View this in your browser](#)



You may be receiving this email because you no longer receive paper bills from Coachella Valley Water District. CVWD wants to ensure you receive all the same important information included with paper bills. To manage your email subscriptions, [click here](#).

Read our spring 2018 issue of Water News to get latest information on the following topics:

- Help protect the sewer pipes in your community
- Save the date for CVWD's 100th Anniversary Celebration
- Water-use restrictions remain in effect
- Delivery options available for Annual Review & Water Quality Report
- Customer assistance program available

To read the complete newsletter [click here](#).



Coachella Valley Water District, PO Box 1058 Coachella, CA 92236
Phone (760) 398-2651 | Fax (760) 398-3711 | [Contact Us](#)



Did you know?



CVWD tests more than 15,000 water samples each year

to ensure your water is safe to drink and to also meet state and federal standards.

In fact, most of the water in the valley doesn't require any treatment. Chlorine is added to ensure the water delivered through pipelines meets California's stringent standards for bacteria.

CVWD is here for you!



Contact us if you have questions or concerns about

your water bill. We are here to help answer questions and provide assistance, including on-site conservation visits. Give us a call at (760) 391-9600.

Connect with us



Like us on Facebook and Twitter to stay

up-to-date with the latest water related news and information.



Help protect the sewer pipes in your community

Coachella Valley Water District provides sewer service to more than 94,000 accounts. It operates five wastewater reclamation plants with the total capacity of more than 33 million gallons per day. Sewer services are important and critical to the citizens of the Coachella Valley. However, the system is fighting damage caused by users flushing items or putting items down the drain that do not belong there.

For instance, London is currently working to remove an 820-foot-long, 130-ton blockage out of their system. In systems like CVWD's which relies on pumps and motors to move waste, the problem can create serious damage to pumps and other equipment. If objects such as "flushable" wipes and diapers clump together, they can get stuck in our equipment. This can cause damage and even destroy pumps, which could cost more than \$40,000 to replace.

Each year CVWD spends about \$1 million maintaining and cleaning the sewer system. A great deal of that effort is removing items that should not have gone down the drain in the first place.

Many items can cause damage, but the most prevalent ones that CVWD sees are grease,

diapers and "flushable" wipes. Remember, just because an item says it is flushable does not mean that it will disintegrate or breakdown.

In addition to causing damage to the CVWD system, items like this can also harm the private plumbing at your home or business, creating clogs or other problems. So remember to be sewer smart—do not flush or drain any item that should go in the trash or be disposed of another way.

Use the following list as a guide of what not to flush or put down the drain.

- ✓ Fats, oils and grease
- ✓ "Flushable" wipes, cotton pads and swabs, facial tissues, or other personal hygiene items
- ✓ Paper towels
- ✓ Hazardous waste such as household chemicals, cleaning paint, cement, stucco, or pool grout
- ✓ Medications of any kind
- ✓ Eggshells, coffee grounds, any non-organic materials

Visit www.cvwd.org for more information.

Coachella Valley Water District

SEA VIEW

ADDITIONAL DETAILS COMING SOON

SAVE THE DATE

Sunday, Nov. 4 • 9 a.m. to noon
100th Anniversary of the
Coachella Valley Water District

The party will be at The Living Desert featuring:

- Informational booths
- Activities
- Locally grown food
- Giveaways

The first 100 guests will get
free admission to the park – on us!



Water use restrictions remain in effect

A partial list of water-use restrictions is listed below:

- Do not water outdoor landscaping during and within 48 hours after measurable rainfall
- Do not wash down driveways, patios or sidewalks.
- Repair broken sprinklers within 24 hours of notification.
- Use a hose with a shut-off nozzle when washing your vehicle or windows.
- Fix irrigation systems that cause wasteful water runoff.
- Do not apply water to hard surfaces such as streets, sidewalks and driveways.

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 by May 18. No action is required if you have previously made changes to your preferences.

Help2Others
 ASSISTANCE PROGRAM

Customer assistance program available

Under CVWD's customer assistance program, eligible residential customers can receive a \$100 credit on their water bill once in a 12 month period. Customers must reapply every year.

Customers who need help paying their water bill can apply with United Way of the Desert at (760) 323-2731, ext. 23 or visit unitedwayofthedesert.org/help2others

United Way of the Desert screens eligible customers and provides them with assistance in paying a past due water bill.

Charitable donations are accepted through United Way. Donations must be made directly to United Way of the Desert. All donations are tax-deductible.

Coachella Valley Water District

Main line: (760) 398-2651

Customer Service: (760) 391-9600

Website: www.cvwd.org

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.



CVWD NOTIFICATION

From: Coachella Valley Water District <cvwd@cvwdmail.org>

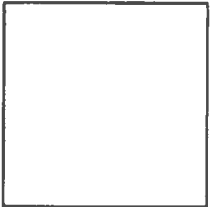
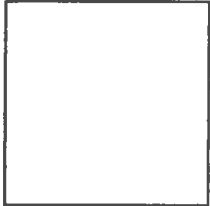
Sent: Thursday, June 28, 2018 4:21 PM

To: ♀

Subject: Annual Review & Consumer Confidence Report

[View this in your browser](#)

You're receiving this email because you subscribed on www.cvwd.org



2018 Consumer Confidence Report (Domestic Water Quality Report)

This report provides details and information about your drinking water quality.

Click the following link to read our Consumer Confidence Report: www.cvwd.org/waterquality

Here's a preview of some articles featured in this year's [Annual Review](#):

- **CVWD's 100 years are filled with foresight, achievements**
Today CVWD serves the Coachella Valley with seven fields of service.
- **New mid-valley replenishment facility will add to CVWD efforts**
The new Palm Desert facility is expected to add 25,000 acre-feet of Colorado River water annually into the aquifer.
- **Projects help communities with water, sewer infrastructure needs**
CVWD founded the Disadvantaged Communities Infrastructure Task Force to secure access to water services.

To read the entire *Annual Review* including the Consumer Confidence Report [click here](#).

This complimentary message is being sent to opt-in subscribers who might be interested in its content. If you do not wish to continue receiving these messages, please accept our apologies, and unsubscribe by visiting our website at:
<http://www.cvwd.org/list.aspx>

Please note, we will not sell or give your e-mail address to any organization without your explicit permission.

You are receiving this message because you are subscribed to Bill Inserts on www.cvwd.org. To unsubscribe, click the following link:

[Unsubscribe](#)

CVWD NEWS MEDIA RELEASE

CVWD News

Posted on: August 2, 2018

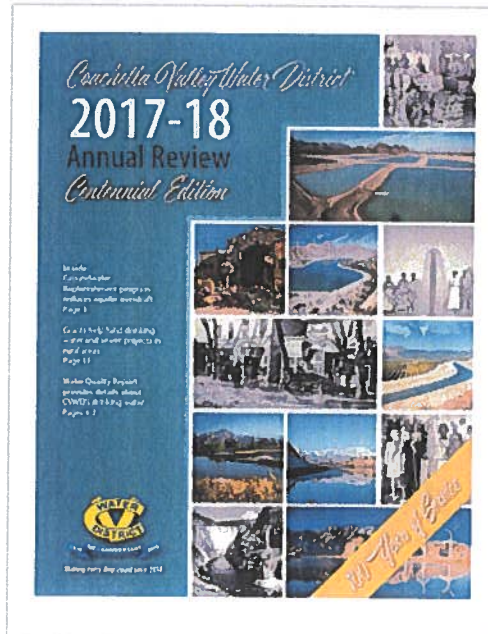
CVWD's Annual Review available for customers

Coachella Valley Water District's newly released Annual Review and Water Quality Report shows that the drinking water provided to customers meets all current state and federal standards.

The district analyzed more than 18,000 water samples last year to ensure that residents can have confidence that they are drinking high-quality drinking water.

The 2017-18 Annual Review also highlights the district's latest projects such as:

- A new groundwater replenishment facility in Palm Desert that continues the district's commitment to groundwater sustainability. To date, CVWD and Desert Water Agency have replenished 3.5 million acre-feet of imported water into the aquifer.
- An overview of work to help fund projects in rural areas. CVWD is committed to domestic and sewer infrastructure work to ensure increased access to water services. To that end, CVWD in 2017 founded the Disadvantaged Communities Infrastructure Task Force to secure access to safe affordable drinking water, wastewater, and flood control services in historically disadvantaged Coachella Valley regions.
- An update on nonpotable water use for irrigation.



Tools

[RSS](#)

[Notify Me®](#)

Categories

- [All Categories](#)
- [CVWD News](#)
- [Spotlight](#)
- [Water Wise Tip of the Month](#)

This year's annual review is a special commemorative edition as CVWD turned 100 years old this year. The publication is mailed to customers and distributed to public gathering areas, such as libraries.

The [Annual Review and Water Quality Report](#) also is available on the district's website.

The Coachella Valley Water District is a public agency governed by a five-member board of directors. The district provides domestic and irrigation water, agricultural drainage, wastewater treatment and reclamation services, regional storm water protection, groundwater management and water conservation. It serves approximately 108,000 residential and business customers across 1,000 square miles, located primarily in Riverside County, but also in portions of Imperial and San Diego counties.

[← Previous](#)

[CVWD board to hold evening meeting in Palm Desert](#)

[Next →](#)

[As Temperatures Climb, Local Agencies Warn Community to Avoid Off-limits Areas of Water](#)

Other News in CVWD News

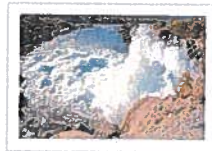
[CVWD board to hold evening meeting in Palm Desert](#)

Posted on: September 4, 2018



[As Temperatures Climb, Local Agencies Warn Community to Avoid Off-limits Areas of Water](#)

Posted on: July 23, 2018



[REVISED - Work to close one lane and bike path on Avenue 52 in La Quinta](#)

Posted on: July 20, 2018



[Work closes one lane and bike path on](#)



Water News



Summer 2018

Stay hydrated with refreshing tap water this summer!

Published for drinking water customers of the Coachella Valley Water District

Improve your water-efficiency



CVWD offers a number of conservation rebates and

discounts designed to help customers improve their water-efficiency inside and outside their homes or businesses. For more information, visit cvwd.org/rebates.

CVWD's 100th anniversary Water Trivia



In what year did CVWD start providing

drinking water to local customers?

In 1961, CVWD ventured into providing drinking water to valley residents when it took over the operations of two privately held water companies. At the time it only served about 1,000 active water meters.

Today, CVWD serves more than 110,000 homes and businesses.

For more information on CVWD's 100th anniversary, visit cvwd.org/100years.

New conservation laws explained

CVWD staff has been working hard to ensure that policy makers in Sacramento understand our unique desert needs and will remain highly engaged in the rulemaking processes. We will also submit comments and testify at hearings, as appropriate.

Here are some answers to questions we are frequently asked about the state's new water conservation laws. If the answer to your question isn't provided below, please feel free to contact us at (760) 391-9600.

When does the new law take effect?

Starting on January 1, 2019 the new indoor water-use standard will be 55 gallons per day per person, but will not be fully implemented until 2023. Water providers are responsible for working with customers to encourage water efficiency and water waste reduction.

Will I be fined for using more than 55 gallons of water per day?

Customers will not be fined for using more than 55 gallons of water per day. Additionally, any fine imposed will be eventually on CVWD and not on individual customers. However, fines are paid through revenue from domestic water bills.

Can I take a shower and do laundry on the same day?

Yes, residents can shower and do laundry on the same day. The indoor water-use standard is an average per day over the course of a month.

What is the purpose of this new law?

These new laws are an extension of the State's 2010 initiative to reduce water use by 20 percent by 2020. It is also a necessary measure to make conservation a way of life, which will prepare Californians in case of another drought emergency. In addition, permanent water-efficiency laws help support the state's large population and agricultural industry.

Does the law limit outdoor water use?

There will also be a standard for residential outdoor water use and for CII (commercial, industrial and institutional) water use. The State Water Resources Control Board and the California Department of Water Resources will develop those standards.

Visit cvwd.org/conservation for more information.

CVWD approves its 2018-19 budget, water rates remain the same

In June, CVWD's Board of Directors approved a \$409.9 million operating and capital improvement budget for fiscal year 2018-19, which keeps domestic water rates stable, thanks in part to offsetting project costs through loans and prudent use of reserve funds.

A comprehensive Cost of Service Study two years ago recommended a five-year plan of rate increases based on assumptions about anticipated revenue and expenses; however, this year's analysis demonstrated that no rate increases would be needed.

CVWD provides a number of different water-related services to the community and, by law, must keep the funding and spending related to those services separate. Under Proposition 218, CVWD can only charge a customer the costs of delivering a particular service.



CVWD REVISES WATER- efficiency rebates

CVWD has revised its conservation rebate programs to help customers improve water-efficiency inside and outside their homes and businesses.

Program revisions are listed below and are effective July 1, 2018.

Toilet rebates have increased to \$110 per toilet to help cover the cost of recycling the fixture. In addition, the requirement that a home must be built before 1992 to be eligible has been removed. Toilets can be upgraded to more efficient ones (1.28 gallons per flush or less) in any home and with no limit to the number of toilets per household.

The **Irrigation-Efficiency Upgrade** rebate is now a permanent program. It began as a pilot project in 2017 to assist commercial and homeowners association customers improve



areas. The program allows for replacing overhead spray and adjustable bubblers and emitters with subsurface/in-line drip tubing and non-adjustable, pressure compensating bubblers and emitters.

The rebate is 25 cents per square foot. There is no limit on the number of projects per customer.

CVWD still offers other rebates including desert-landscape conversions, smart irrigation controllers and a number of indoor water-efficiency rebates.

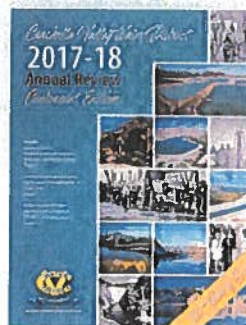
All rebate programs require pre-approval.

Applications are available at cvwd.org/rebates or can be picked up at CVWD's Water Management Office, 75-525 Hovley Lane East, Palm Desert.

Annual review & water quality report mailed

CVWD's annual review and consumer confidence report (CCR), which includes water quality information was recently mailed to all CVWD customers except those who have opted out of receiving printed copies.

To view the water quality report online, visit cvwd.org/waterquality.



Permanent water-use restrictions

A partial list of water-use restrictions is listed below:

• Do not water outdoor landscaping during and within 48 hours after measurable rainfall

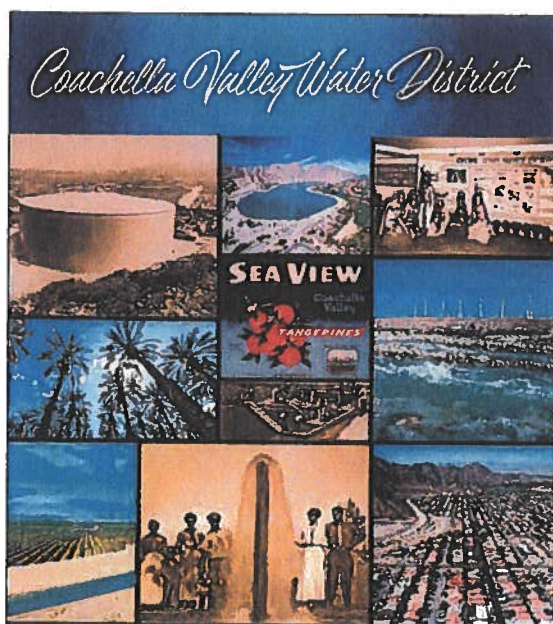
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Posted on: August 2, 2018

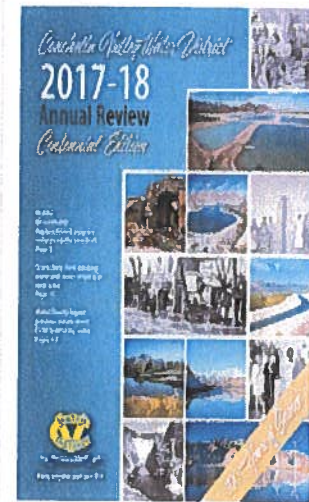
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