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 **7/1/16** (*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: Steve Bigley

Signature: [signature]

Title: Director of Environmental Services

Phone Number: (760) 398.2651 Date: 9/28/16

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) CVWD will continue to provide CCR copies at public events during 2016.

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.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.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.

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 Bill Insert

Water News

Published for drinking water customers of the Coachella Valley Water District

Spring 2016

Did you know?

The State Water Resources Control Board (SWRCB) recently applied a climate adjustment that reduced CVWD's mandatory conservation target from 36% to 32%

CVWD customers will now only need to limit their outdoor water use to 32% below their regular outdoor water budget.

CVWD's rolling average conservation number through January, which is what the state uses to judge performance, is 25.5%. This is in line with the statewide average.

Keep up the good work and let your grass go golden if you haven't already.

CVWD Events

Attend a workshop on **Converting Turf to Desert-friendly Landscaping** on **Wednesday, April 13, from 5:30 to 7 p.m.** This class will also introduce useful tips on how to install a drip irrigation system.

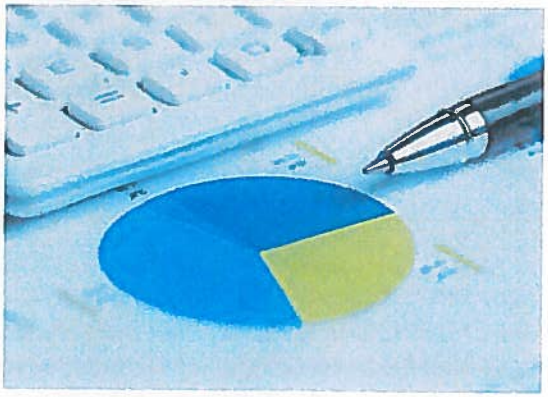
Possible water rate changes for drinking water customers

Coachella Valley Water District is currently evaluating the costs of providing water service to our customers. As part of this process, the CVWD Board of Directors will consider changes to the rates the district charges for water service and to how those rates are structured.

CVWD is committed to keeping the community informed about all issues that impact water rates. Throughout this process, we will share information through the mail, at public meetings, online and in your bills. We welcome your questions and input during this extensive and critical process. Please visit www.cvwd.org/ratechanges for more information, or call us at (760) 391-9600.

CVWD is dedicated to setting water rates that treat customers fairly and reflect the true cost of service while protecting the district's financial stability. While water rates have remained unchanged since 2010, CVWD now faces unprecedented financial challenges. These include:

DROUGHT AND STATE-MANDATED CONSERVATION While conservation is critical, CVWD needs to find ways to provide its customers with the same level of service, reliability and high-quality water with reduced revenue.



CALIFORNIA'S NEW CHROMIUM-6 REGULATION At the same time revenues are declining, complying with California's new drinking water standard for chromium-6 will require an estimated $250 million in new treatment facilities and infrastructure as well as ongoing operation and maintenance costs.

DRINKING WATER SYSTEM MAINTENANCE AND ENHANCEMENT Proactive upgrades and improvements to the water system are critical to serve the 318,000 residents that depend on CVWD for reliable water service every day.

For more information on proposed rate changes visit **www.cvwd.org/ratechanges**.

Water Rate Workshop Schedule

Wednesday, April 27
5:30 - 7:30 p.m.
CVWD Coachella Office
(51501 Tyler Street, Coachella)

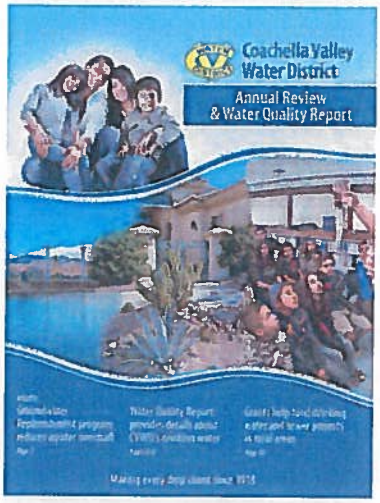
Monday, May 2
5:30 - 7:30 p.m.
Steve Robbins Administration Building
(75515 Hovley Lane East, Palm Desert)

Wednesday, May 11
10 a.m. - noon
Steve Robbins Administration Building
(75515 Hovley Lane East, Palm Desert)

Visit www.cvwd.org/ratechanges or call (760) 391-9600 for more information.

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 July 1 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** to fill out the opt out form online. Or, complete the form on the right and mail it back to CVWD by May 16.

No action is required if you have already made changes your preferences.

To request an electronic copy, choose one of the options below and fill out the form below and mail by May 16. To continue to receive a printed copy, do nothing.

☐ No, I don't want to receive a paper copy of the report. Please email me a PDF of the publication. (Fill out form below).

☐ No, I don't want to receive a paper copy of the report. I will view it online at www.cvwd.org/waterquality. I understand it will be available at that site by July 1.

No action is required if you previously changed your delivery preferences.

First name _____

Last name _____

Account # _____

Mailing address _____

City _____

State _____ ZIP _____

Email address _____

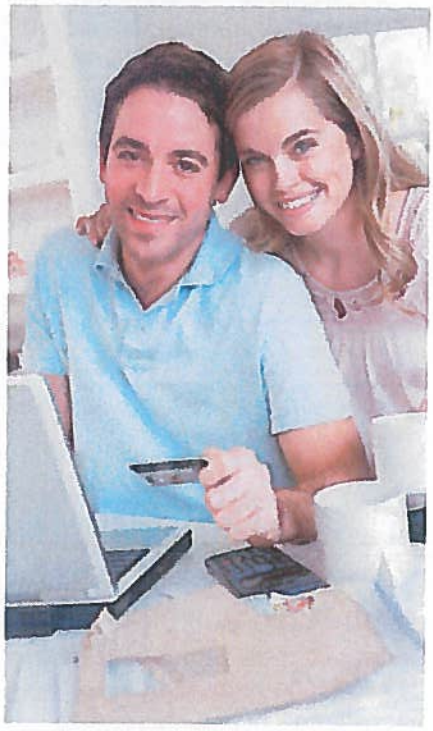
Mail this form to
PO Box 1058
Coachella, CA 92236

Save paper with online billing

Save paper and help preserve our environment by enrolling in our electronic bill notification program. CVWD will notify you by e-mail when your new bill is available online.

Visit CVWD's homepage at **www.cvwd.org** and click on the Pay My Bill icon.

Create an account to pay your bill online, receive e-bill notification, review past bills and water use history. It's that simple!



Coachella Valley Water District
Board of Directors
John Powell Jr., president
Peter Nelson, vice president
Ed Pack
G. Patrick O'Dowd
Cástulo R. Estrada

General Manager
Jim Barrett

Board Meetings
Board meetings are generally held the second and fourth Tuesday of each month at 9 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.

Stay Connected with us!
www.cvwd.org

CVWD Email

From: Coachella Valley Water District <cvwd@cvwdmail.org>
Sent: Wednesday, June 29, 2016 7:56 AM
To:
Subject: Annual Review & Consumer Confidence Report

View this in your browser

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

2016 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 customers show commitment to conservation**
  CVWD invested more than $6.5 million in conservation programs this year and residents have taken advantage of these programs in record numbers.

- **Groundwater replenishment remains key district priority**
  CVWD and DWA have jointly replenished more than 3.3 million acre-feet of imported water into the aquifer.

- **Domestic and sewer projects include chromium-6 work**
  The project is estimated to cost approximately $250 million and comes after the state announced a new Maximum Contaminant Level for the mineral that occurs naturally in large portions of the Coachella Valley's groundwater aquifer at levels above the new MCL.

To read the entire *Annual Review* including the Consumer Confidence Report click here.

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

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CVWD Email

From: CVWD News <cvwd@cvwdmail.org>
Sent: Wednesday, June 29, 2016 4:46 PM
To:
Subject: Newsflash CVWD issues Annual Review and Water Quality Report For http://www.cvwd.org/

View this in your browser

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

June 29, 2016

CVWD issues Annual Review and Water Quality Report

Coachella Valley Water District (CVWD) has released its Annual Review and Water Quality Report, highlighting water-related issues from the past fiscal year.... Read on

You are receiving this message because you are subscribed to CVWD News on www.cvwd.org. To unsubscribe, click the following link:
http://www.cvwd.org/list.aspx?mode=del
If clicking the link doesn't work, please copy and paste the link into your browser.

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http://www.cvwd.org/list.aspx

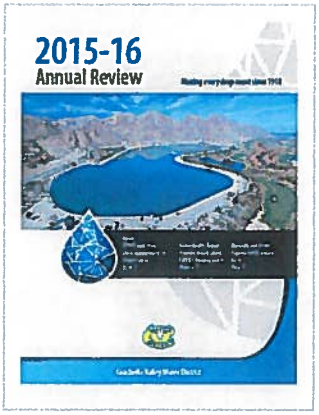
Please note, we will not sell or give your e-mail address to any organization without your explicit permission.

CVWD News Release

CVWD News

Posted on: June 29, 2016

CVWD issues Annual Review and Water Quality Report



Coachella Valley Water District (CVWD) has released its Annual Review and Water Quality Report, highlighting water-related issues from the past fiscal year.

Included in the report is the Consumer Confidence Report for 2016, an annual summary of drinking water quality. CVWD is committed to delivering high-quality drinking water. Water is delivered to customers from wells drilled into the Coachella Valley's groundwater basin.

Highly trained employees monitor the water systems and collect drinking water samples that are tested at CVWD's state-certified laboratory.

As an additional public service, the Annual Review also includes valuable information on CVWD conservation programs, groundwater replenishment, domestic and sewer projects including the Chromium-6 Treatment project, and more.

The report is mailed or emailed to customers and distributed at public gathering areas, such as city halls, libraries and senior centers. California water utilities are required to provide annual water quality reports to their customers through printed or electronic means.

CVWD provides customers the opportunity to opt out of receiving a paper copy of the Annual Review and instead view the report online or receive an electronic copy by email. To sign up for this option for future years, visit www.cvwd.org/optout.

The Consumer Confidence Report and the Annual Review also are available on the district's website at www.cvwd.org/annualreview.

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.

Tools

RSS

Notify Me®

Categories

- All Categories
- CVWD News
- Spotlight
- Water Wise Tip of the Month

⇐ Previous
CVWD honored for award-winning financial report

Next ⇒
CVWD encourages ongoing conservation

Other News in CVWD News

CVWD Website

About Us

About CVWD

Welcome to the Coachella Valley Water District CVWD was formed in 1918 to protect and conserve local water sources. Since then, the District has grown into a multifaceted agency that delivers irrigation and domestic (drinking) water, collects and recycles wastewater, provides regional storm water protection, replenishes the groundwater basin and promotes water conservation.

Link to page

Where does my water come from?

The Coachella Valley Water District relies on 3 sources of water to provide service to its customers: groundwater, recycled water, and imported water either through the State Water Project or from the Colorado River via the Coachella Canal, a branch of the All-American Canal.

Link to page

Fields of Service

Coachella Valley Water District first ventured into providing drinking water to Coachella Valley residents in 1961, when it took over the operations of 2 privately held water companies. At the time it served only 1,100 active water meters. Today, the district is the largest provider of drinking water in the Coachella Valley.

Link to page

Water Quality

Coachella Valley Water District's top priority is delivering high quality drinking water that meets stringent government standards.

Link to page

Regional Issues

Read about regional issues challenging the Coachella Valley Water District.

Link to page

News & Information

Stay up-to-date on Coachella Valley Water District news.

Link to page

Long-Term Water Management

Our long-term water management planning documents will guide CVWD to reliably meet current and future water demands in a cost-effective and sustainable manner.

Link to page

Employment Services

Find job openings, internship opportunities, and employment benefits with the Coachella Valley Water District.

Link to page

Organization

Coachella Valley Water District (CVWD) is a special district established by the state legislature and certified by state officials on January 16, 1918. CVWD is governed by a 5-member Board of Directors.

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CVWD Map

Link to page

Water Quality

Coachella Valley Water District's top priority is delivering high quality drinking water that meets stringent government standards. Highly trained employees collect drinking water samples and monitor the water system for more than 100 regulated and non-regulated chemicals. Most tests are conducted at the CVWD's state-certified laboratory in Coachella. A few specialized tests are performed by other certified laboratories.

Each year, CVWD produces an annual water quality report that documents that the drinking water served to all CVWD's users (obtained from wells drilled into the Coachella Valley's groundwater basin) meets stringent state and federal drinking water quality standards.

We hope you find the following publications and fact sheets useful for learning more about the quality of your tap water.

Publications

- Annual Review and Water Quality Reports
- Tap Water You Can Trust (PDF)

Fact Sheets

- Arsenic Fact Sheet (PDF)
- Fact sheet on Chromium-6 (en Español)
- Fluoride Fact Sheet (PDF)
- Salinity Fact Sheet (PDF)
- Tap Water Fact Sheet (PDF)

Annual Review All Archives

- 2015-16 Annual Review and Water Quality Report (PDF)
- 2014-15 Annual Review and Water Quality Report (PDF)
- 2013-14 Annual Review and Water Quality Report (PDF)
- 2012-13 Annual Review and Water Quality Report (PDF)
- 2011-12 Annual Review and Water Quality Report (PDF)
- 2010-11 Annual Review and Water Quality Report (PDF)
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- 2007-08 Annual Review and Water Quality Report (PDF)
- 2006-07 Annual Review and Water Quality Report (PDF)
- 2005-06 Annual Review and Water Quality Report (PDF)
- 2004-05 Annual Review and Water Quality Report (PDF)
- 2003-04 Annual Review and Water Quality Report (PDF)
- 2002-03 Annual Review and Water Quality Report (PDF)
- 2001-02 Annual Review and Water Quality Report (PDF)
- 2000-01 Annual Review (PDF)

COACHELLA VALLEY WATER DISTRICT | P.O. BOX 1058 | COACHELLA, CA 92236 | PHONE: 760-398-2651 | CONTACT US

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CVWD Map

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News & Information

News Releases

View current news releases.

Link to page

News Releases Archive

View news releases that were posted before 2015.

Link to page

Board Agendas

View board meeting agendas.

Link to page

Public Information Documents

Various CVWD notices, documents and reports

Link to page

Publications

The Coachella Valley Water District has several publications and brochures that provide information on water conservation and education.

Link to page

Bill Inserts

At times you will receive important supplemental information inside your water bill. View a list of past bill inserts on this page.

Link to page

Emergency Preparedness

In the event of a natural disaster, such as an earthquake or flooding, Coachella Valley Water District's water delivery system could be compromised and you could be advised not to drink the water.

Link to page

Government Transparency

Coachella Valley Water District's website is devoted to providing valuable information about the district and important water-related issues. It is a transparency tool, as well as an educational resource. The collection of information in this section is intended to provide easy access to public information related to our operations, services and finances.

Link to page

E-Notifications

Sign up for community notifications via email.

Link to page

Information regarding Agua Caliente Lawsuit

Public Information Documents

Engineering Reports

Financial Documents

Regulations, Notices & Agreements

Water Management and Planning

Water Quality

Annual Reports

Annual Review and Water Quality Reports

Water Quality Reports

COACHELLA VALLEY WATER DISTRICT | P.O. BOX 1058 | COACHELLA, CA 92236 | PHONE: 760-398-2651 | CONTACT US

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