



HOW TO READ & PAY YOUR WATER BILL

Desert Water Agency knows that understanding your water bill can be a challenge. This double-sided handout provides information to make reading your bill easier.

A NEW LOOK!

You'll notice a new look to your bill starting in March 2025. DWA is updating its bills and customer portal. As part of this process, you will have an:

- Updated account number
- New customer number
- Some changes to payment methods
- New customer portal to view bill and water use information

You will continue to receive your bill the same way you get it now, either by e-bill or mail. *If you receive e-bills, you will get an e-bill and paper bill for the month of March only.*

Have a question? Keep reading and check out our detailed FAQs at www.dwa.org/billinfo

We are excited to introduce our refreshed logo! Keep an eye out for more!

1 Account Information
 This section includes general information about your account. This is where you will find your account number, customer number and service address, which may be different than the mailing address. It's also where you will find your payment due date.

2 Charges & Meter Reading
 The charges, fees, meter read details, and monthly water usage associated with your account will be listed in this section.

Monthly Fixed Service Charge: This is a flat fee based on the size of the water meter at your property. This fee stays the same every billing period, no matter how much water you use. The money helps cover DWA's fixed costs – those that don't change based on your water usage – such as infrastructure, meter reading and water quality testing.

Consumption (Volumetric) Charge: This amount changes each month based on your water use. If you are at a higher elevation, a zone pumping charge is added to the volumetric charge. The additional zone pumping charge covers the cost of pumping water up the hill. The amount varies based on location, or zone, and is added to the base volumetric rate.

Rate: The rate charged for each unit of measurement (UOM).

Meter Number: The number that identifies your water meter.

Previous Read Date: The date your meter was previously read.

Current Read Date: The date your meter was most recently read.

Previous Reading: The reading number the previous time your meter was read.

Current Reading: The reading number the most recent time your meter was read.

DESERT WATER AGENCY

Office: 1200 S Gene Autry Trl
 Palm Springs, CA 92264
 Hours: Weekdays: 8am – 5pm
 Inquiries: 760-323-4971
 Website: www.dwa.org

Mailing: Desert Water Agency
 P.O. Box 1710
 Palm Springs, CA
 92263-1710

CUSTOMER COPY
 Please keep this portion
 for your records

CUSTOMER NAME	CUSTOMER #	PARCEL ID	SERVICE LOCATION	
DWA Customer	123456	11223344	1200 S GENE AUTRY TRAIL	
BILL NUMBER	BILL DATE	ACCOUNT #	ACCOUNT TYPE	DUE DATE
40007	01/21/2025	98765432	RESIDENTIAL SINGLE FAMILY	02/05/2025

CHARGE DESCRIPTION	RATE	METER NUMBER	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	UOM	CHARGE AMOUNT
CONSUMPTION (VOLUMETRIC)	2.44	45761657	12/09/2024	01/21/2025	1012	1018	6	HCF	\$14.54
MONTHLY FIXED SERVICE CHARGE									\$72.02

3 Please pay by the due date.

4 CONSUMPTION HISTORY

5

Previous Balance	\$0.00
Total Current Billing	\$86.66
Adjustments	\$0.00
Less Payments Received	(\$0.00)
Deposits	\$0.00
Penalties	\$0.00
Total Amount Due	\$86.66

100 cubic feet (HCF) = 748 gallons

REMIT PORTION

RETURN THIS PORTION WITH YOUR CHECK
 MADE PAYABLE TO DESERT WATER AGENCY
 PLEASE PAY BY DUE DATE IN
 ORDER TO AVOID LATE CHARGES.
 PLEASE DO NOT SEND CASH. PLEASE DO NOT STAPLE.

SERVICE LOCATION	BILL NUMBER	CUSTOMER #	ACCOUNT #	DUE DATE	TOTAL DUE
1200 S GENE AUTRY TRAIL	40007	123456	98765432	02/05/2025	\$86.66

DO NOT PAY - AUTOPAY

6

DWA CUSTOMER
 1200 S GENE AUTRY TRAIL
 PALM SPRINGS, CA 92262

MAKE CHECKS PAYABLE AND REMIT TO:
 Desert Water Agency
 PO Box 1710
 Palm Springs, CA 92263

Usage & UOM: The amount of water used and the unit of measurement (UOM). DWA measures water usage per 100 cubic feet (HCF). (100 cubic feet = 748 gallons)

Charge Amount: The amount you are being billed for each charge description.

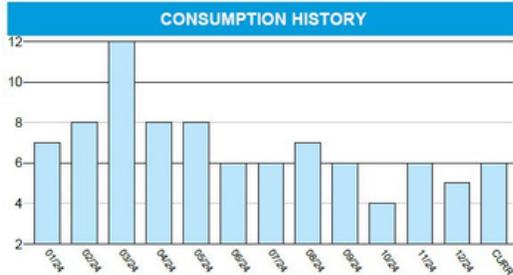
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3 Special Message

This is where DWA will provide important information and messages to customers.

4 Consumption History

This chart shows your water usage over the past 13 months. You can see how your water use varies throughout the year and use the information to make conservation decisions.



5 Bill Summary & Amount Due

This section shows your billing status and the total amount due on your account.

Previous Balance	\$0.00
Total Current Billing	\$90.57
Adjustments	\$0.00
Less Payments Received	(\$0.00)
Deposits	\$0.00
Penalties	\$0.00
Total Amount Due	\$90.57

6 Payment Slip

If you are paying using a check or cash, please return the payment slip with your payment.

Bill Payment Options

DWA offers many ways to pay your bill. Please be aware that with the new billing system you will need your new DWA account number and customer number, which can be found on your March bill.

AutoPay: Set up automatic payments so you don't have to think about it. Go to www.mydwa.org to enroll.

If you were enrolled in AutoPay under the previous myDWA system, your payments will continue to be processed automatically. There is nothing else you need to do. However, if you want to make changes to your payment information, you will need to re-enroll in AutoPay at www.mydwa.org.

New! AutoPay can now accept credit cards. To use this option, you'll need to re-enroll in AutoPay at www.mydwa.org. Your new information will replace your current information.

Phone: Call 833-742-4416 to pay by checking account or credit card. *Please be sure to call the new phone number, listed above. Payments will no longer be accepted at the previous phone number.*

Online: There are a few ways to pay online:
myDWA Account: Set up an account at www.mydwa.org to pay your bill, see your water usage history and more.

Even if you had a myDWA account in our old system, you will need to set up a new one. Your old account will not be available.

Quick Pay: Go to www.mydwa.org and click on myDWA Customer Portal and select the Quick Pay option. Payments will no longer be accepted using the previous system, known as One-time Pay.

Bank Bill Pay: Check with your bank about online bill payment options. If you are already enrolled in bank bill pay, you will need to provide your new account number and customer number to your bank. Please enter both your eight-digit account number and six-digit customer number separated by a dash when paying your bill through your bank. Example: 12345678-123456.

Mail: Send your payment slip and a check to:

Desert Water Agency
PO Box 1710
Palm Springs, CA 92263-1710

In Person: Stop by our office at 1200 S. Gene Autry Trail in Palm Springs, Monday through Friday from 8 a.m. to 5 p.m. After hours payments can be left in the Water Tower drop box in our parking lot (checks only). Be sure to include your payment slip.

How To Sign Up for myDWA

Even if you already have a myDWA account, you will need to create a new account. Access to the old customer portal will not be available. Follow these simple steps to register:

1. Go to www.mydwa.org
2. Click on "myDWA Customer Portal" under "Available Services"
3. Click the "Sign In or Sign Up" button
4. Go to the bottom of the page and click "Create an Account"
5. Fill out the required fields and click "Sign Up"
6. Check your inbox for an email with a code from Community Access Identity
7. Go back to the webpage and enter the code. Click "Verify"
8. Click "Continue" at the bottom of the page OR set up a security method following the prompts (optional)
9. You will be redirected to the myDWA portal
10. Click "Add Account"
11. Enter your new DWA account number and customer number. You can find these on your new bill.
12. You can now pay your bill and manage your account online.

Have a question?

Check out our detailed FAQs at www.dwa.org/billinfo

If you need further assistance, call us at 760-323-4971

