

# DWANews

Let's make every drop count!

DESERT WATER  SUMMER 2021

## ARE WE IN A DROUGHT?

California experienced an extremely dry winter – its second in a row. As a result, Governor Newsom declared a drought emergency in 41 California counties in May.

Though Riverside County isn't among the counties on this list, DWA is closely monitoring the state's extremely dry conditions and continuing to work with customers on conservation efforts.

These dry conditions and the media

attention on them have many people wondering how they will be affected and what's in store locally.

That's why we created a new drought page: [www.dwa.org/drought](http://www.dwa.org/drought)

It includes frequently asked questions and recent media coverage. Check it out!

If you have questions on how you can help conserve water, go to [www.dwa.org/save](http://www.dwa.org/save) or call 760-323-4971 ext. 183.

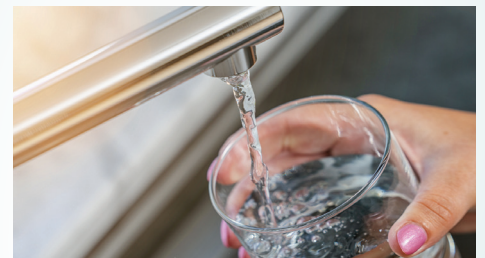
## LEARN ABOUT DWA'S WATER

The annual Water Quality Report includes a variety of information on our delivery system and the results from more than 2,600 tests a year.

Check it out at: [www.dwa.org/wqr](http://www.dwa.org/wqr)

The report also includes answers to common water quality questions. It is our way of providing the community with clear and transparent information on the water we deliver.

To request a copy of the report, call Vicki Petek at (760) 323-4971 ext. 183 or send an e-mail to [vicki@dwa.org](mailto:vicki@dwa.org).



## COVID RELIEF CHANGES IN STORE MORE MONEY AVAILABLE TO PAY BILL



On June 15, California's economy formally reopened lifting almost all COVID-19 restrictions. Following suit, DWA's Board of Directors decided to begin its return to normal operations, including reopening the lobby and resuming late fees and water shutoffs for non-payment.

**August – late fees resume, get current to avoid a \$25 charge**  
**October – crews begin shutting off water for unpaid bills**

There have been no water shutoffs or late fees since March 17, 2020 to help those affected by COVID.

In an effort to continue helping customers still struggling from COVID, DWA increased its Help2Others water bill assistance from \$100 a year to \$200 a year in May.

The credit aims to help customers make significant progress on getting paid up. Hopefully even more people who are behind, or just need a boost to make ends meet, will take advantage of the increased assistance before late fees and water shutoffs for non-payment return.

Our team continues to work on acquiring more resources for our customers and is developing payment plans to help ratepayers get back on track. Customers can set up a payment plan by contacting the Agency at 760-323-4971 ext. 129.

For more information or to apply for \$200 in bill assistance, go to [www.dwa.org/h2o](http://www.dwa.org/h2o)

**LATE FEES RETURN AUG. 1**





## DWA TURNS 60!



Desert Water Agency turns 60 in September.

The Agency was formed as a special district on Sept. 15, 1961, when Senate Bill 1082 became effective, to ensure sustainable water for the western Coachella Valley.

A lot has changed since then. DWA now maintains a distribution system that includes 425 miles of pipeline, 25 reservoirs and 22 active wells.

The Agency also has a water recycling facility to help conserve water and two hydroelectric plants and two solar fields to help generate electrical power.

What has not changed however, is our hard-working staff and dedication to providing safe, reliable and affordable water for our customers.

Stay tuned for ways to help us celebrate our anniversary. In the meantime go to [www.dwa.org/history](http://www.dwa.org/history) to view historic photos and learn more about DWA.



## FAQ

**Will DWA notify me if I have a leak?**

If we are aware of a leak on your property, we will notify you if we have your phone number or e-mail on file. To make sure we have your most up-to-date information, go to [www.dwa.org/myinfo](http://www.dwa.org/myinfo) and fill it out. DWA also received a \$500,000 grant for a long-term project that will improve leak alerts. Stay tuned!



## PIPELINE REPLACEMENT UPDATE

As part of DWA's annual pipeline replacement program, new pipes will be installed in two different areas in Palm Springs scheduled to start in mid-2021. This work will help improve water reliability, cut down on water waste and reduce repair costs and water interruptions due to emergency leak repair. Residents affected by the work will be notified with more details closer to the start date.

For more information and updates go to [www.dwa.org/pipelines](http://www.dwa.org/pipelines)  
Here are the targeted areas:

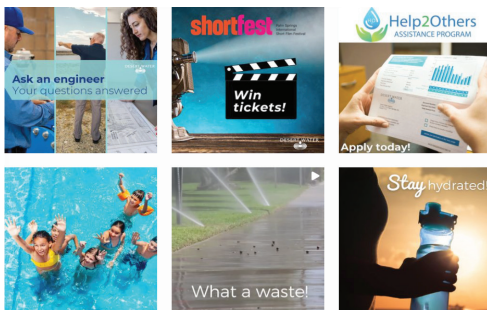
### Tahquitz River Estates



### Araby Commons



## FIND US ON INSTAGRAM!



## WANT ACCESS TO YOUR ACCOUNT ONLINE?

Register for myDWA at [www.myDWA.org](http://www.myDWA.org) to access your current bill, payment options, bill history, usage charts and other helpful information.

When you sign up to use the online customer portal, you will also have the option to go paperless and sign up for autopay.

Go to [www.myDWA.org](http://www.myDWA.org) for more information or to sign up.



## WANT TO KNOW MORE?

The public is welcome to participate in our board meetings at 8 a.m. on the first and third Tuesday of every month. To see a schedule of all our meetings, please visit our website: [www.dwa.org](http://www.dwa.org)

## BOARD OF DIRECTORS

- Kristin Bloomer: President (Division 5)
- James Cioffi: Vice President
- Joseph K. Stuart: Secretary/Treasurer
- Patricia G. Oygar: Director
- Paul Ortega: Director (Division 4)

## CONTACT INFORMATION

For more information, please contact: DWA Outreach & Conservation Manager Ashley Metzger at 760-323-4971 ext. 184, or [Ashley@dwa.org](mailto:Ashley@dwa.org). For more information on DWA's conservation programs, please visit: [www.dwa.org/save](http://www.dwa.org/save)



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