

## Water service

### MONTHLY WATER SERVICE CHARGE

This amount applies to customers each month regardless of how much water is used. It covers things like your capacity within our system, water quality testing and reading your meter. Most residential customers have a meter 1" or smaller.

#### **METER SIZE**

5/8x3/4"	\$33.53
1"	\$33.53
1 1/2"	\$64.02
2"	\$100.61
3"	\$198.18
4"	\$307.94
6"	\$612.85
8"	\$978.73
10"	\$2,564.22
12"	\$3,235.01

### VOLUMETRIC (PER UNIT) CHARGE

**\$2.28** per hundred cubic feet (748 gallons) of water that goes through your meter in a given month.

### ZONE PUMPING CHARGES

These charges apply to customers in higher elevation areas. It is an additional fee for each hundred cubic foot (hcf) of water.

<b>ZONE</b>	<b>Per HCF</b>
A	\$0.28
B	\$0.31
C	\$0.64
D	\$2.85

Please ask a DWA representative or visit [www.dwa.org](http://www.dwa.org) to find out if you are in an area where a pumping charge applies.



## New accounts

### ACCOUNT ESTABLISHMENT CHARGE

All new accounts will be charged **\$30** to cover the time associated with setting up an account.

### DEPOSIT TO ESTABLISH CREDIT

The minimum deposit to establish credit is two times the average monthly bill. If this cannot be determined, the minimum deposit is:

#### **METER SIZE**

5/8x3/4"	\$100
1"	\$100
1 1/2"	\$150
2" +	\$200

The deposit will be credited to the customer's bill after 24 consecutive months of service without a shutoff for non-payment.



## Water Rates & Charges

### **RESIDENTIAL & COMMERCIAL**

*Effective January 1, 2022*

#### **Location:**

1200 S Gene Autry Trail, Palm Springs

#### **Office hours:**

Monday - Friday, 8:00 to 5:00 p.m.

#### **Turn-on hours:**

Monday - Friday, 8:00 to 4:00 p.m.

#### **All mail & payments:**

PO Box 1710

Palm Springs, CA 92263

**760.323.4971**

**[www.dwa.org](http://www.dwa.org)**

## Customer assistance program

### Drinking water is a vital resource.

Desert Water Agency works with United Way of the Desert to provide a customer assistance program, which gives customers with demonstrated financial need a \$200 credit on the water bill per year. The program is managed by United Way of the Desert.

Our employees and vendors made contributions to establish this fund and continue to donate. If you're interested in benefitting from the fund, or contributing to it — please call [760-323-2731](tel:760-323-2731).

## System protection devices

### MONTHLY BACKFLOW CHARGES

These charges apply to customers with backflow protection devices installed to cover testing and minor repairs.

#### BACKFLOW SIZE

3/4"	\$3.00
1" - 3"	\$3.50
4" - 6"	\$5.80
8" - 12"	\$7.00

If you are installing a backflow device, please contact DWA for information on the installation costs and requirements.

### MONTHLY FIRE SERVICE CHARGES

These charges apply to customers with fire service.

#### SERVICE SIZE

4"	\$30.15
6"	\$64.99
8"	\$111.46
10"	\$173.41
12"	\$208.26

## Fees & penalties

### WATER USE VIOLATIONS

DWA's current restrictions are listed at [www.dwa.org/restrictions](http://www.dwa.org/restrictions) and can be obtained at DWA's office or by phone.

	Single-family home	Other
First offense	\$50	\$100
Second offense	\$100	\$200
Third + offense	\$250	\$500

Citations are issued by DWA personnel who observe a water use violation (such as watering on pavement).

If you are cited, you can request an opportunity to appeal your citation and penalty to the DWA Board of Directors.

If you observe water waste in our community, please notify DWA by email, phone or by using our smartphone app.

These efforts will help ensure sustainability of our water supply.



### LATE CHARGES

A **\$25 fee** will be placed on your account if your bill is unpaid 7 calendar days after the due date. If your balance remains unpaid by the time you receive your second bill, you will receive a shut off notice. Once shut off, you will be subject to reconnection fees.

### UNAUTHORIZED WATER USE

Users who take water from the system without proper Agency authorization will be subject to a **\$1,508** charge.

Please report any people tampering with fire hydrants, backflow devices or other water equipment. All DWA employees are uniformed and DWA vehicles are marked.

Call 760-323-4971

### SHUT OFF FOR NON-PAYMENT

If water service is shut off for non-payment, **all** outstanding charges must be paid in full before water service is turned back on.

### RECONNECTION FEE

During turn-on hours	\$70
Outside turn-on hours	\$150

### COLLECTION SERVICE CHARGE

If DWA collects past due amounts at your property, a **\$10** fee will apply.

### RETURNED PAYMENT FEE

If your payment (made in any form) is returned, a **\$35** fee will apply.