

DWA News

Let's make every drop count!

DESERT WATER  SUMMER 2022

NEW WATER RESTRICTIONS APPROVED TO MEET STATE MANDATE



Despite the fact that local water supplies are in good condition, Desert Water Agency's Board of Directors recently approved new water restrictions, including:

- No sprinklers/spray irrigation during daylight hours (except for leak checks)
- Restaurants may only serve water on request

These new water use rules are in response to mandates from Governor Newsom and the State Water Board due to statewide drought conditions.

Other agencies in the Coachella Valley have, or soon will have, similar

measures in place. When you adjust your system to water at night, consider cutting back your irrigation time to save water. Watering in the evening will mean less water lost to evaporation.

The State also recently banned the irrigation of "non-functional turf" for businesses, governments and HOA common areas. They are not allowed to irrigate common grassy areas unless the area is used for recreation or it is necessary to protect trees or shrubs within the area.

DWA is also increasing water waste patrols to help customers identify and repair water waste irrigation issues on their property.

DWA manages water on a long-term basis so several dry years, like we're experiencing now, don't impact the Agency's ability to deliver water to customers. The Agency plans decades ahead and takes prolonged drought and climate change into account.

Conservation actions taken during this statewide drought will benefit our community for years to come. Getting an incentive to upgrade your property from an Agency conservation program is one of the best things you can do to save water.

For more information on restrictions, incentives and ways to save water, go to www.dwa.org/save

NEW WATER BILL ASSISTANCE PROGRAM PROVIDES UP TO \$2,000



Riverside County residents who have past due water or sewer bills and meet income requirements can apply for up to \$2,000 in assistance through the Low Income Household Water Assistance Program (LIHWAP).

Program participants must live in Riverside County, meet income requirements and have unpaid water or sewer bills.

The assistance program is run by Community Action Partnership of Riverside County.

People who receive CalWORKS, CalFresh and/or Low Income Home Energy Assistance Program benefits will automatically qualify for the program.

For more information or to apply call (951) 955-4900.

Low-income customers can also get a \$200 bill credit through DWA's Help2Others program.

For more information on both programs, go to www.dwa.org/h2o



FAQ

What are the penalties for water use/waste infractions?

- First offense: \$50 single-family homes/ \$100 all others
- Second offense: \$100 single-family homes/ \$200 all others
- Third & beyond offenses: \$250 single-family homes/ \$500 all others

To report water waste go to **www.dwa.org/report** or scan the QR code with your smartphone camera.



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WATER QUALITY REPORT AVAILABLE



In California, tap water standards are some of the strictest in the world. Making sure you have safe, reliable tap water to drink is our top priority. We are also committed to keeping you informed about the quality of the water delivered to your tap.

Desert Water Agency conducted more than 2,550 water quality tests last year. We included the results of those tests in our annual Water Quality Report and posted it on our website in June.

The report also has information about our water sources and answers from our Lab Director to some of the most common questions we receive from customers.

To see the report online, go to **www.dwa.org/WQR**

We're also happy to mail you a printed copy of the report. Call 760-323-4971 ext 149 to put in your request.



There are a lot of different ways that DWA's team is making your water services safe and ready for the future. In addition to our water quality and conservation efforts, we are dedicated to keeping our operations running smoothly. As part of this focus, we are excited to announce a new project focused on improving our billing, web portal and other customer services as we move into 2023 and beyond. If you get a call or email with a request to take a survey – we'd love your input.

If you'd like to provide us with your feedback, please email outreach@dwa.org with the subject line "Input".

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**

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 Specialist Xochitl Peña at 760-323-4971 ext. 272, or Xochitl@dwa.org. For more information on DWA's conservation programs, please visit: **www.dwa.org/save**



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