

DWANews

Let's make every drop count!

DESERT WATER  SUMMER 2024

WATER QUALITY REPORT: ENSURING A SAFE SUPPLY

As your water provider, our job is to provide a safe, reliable supply – both for today and years to come. As part of our commitment to customers, Desert Water Agency tests more than 2,500 samples a year to ensure your water is safe.

The results of these tests are published annually in our Water Quality Report, as required by state law.

We are proud to report that our tap water continues to be safe for drinking, cooking, cleaning and any other uses you may have.

In this year's report, you'll also find:

- Updates on chromium-6 and PFAS, neither of which have been detected in DWA's service area at amounts exceeding the maximum contamination level (mcl)
- A letter from the General Manager
- Frequently asked water quality questions and answers

You can read the 2023 Water Quality Report online at www.dwa.org/wqr. To get a hard copy of the report, stop by our office or call 760-323-4971.



RATE INCREASE APPROVED

As a public agency, DWA cannot profit from its operations. Rates are determined by the cost of providing service.

On June 18, the DWA Board of Directors approved a rate increase – the second in a previously adopted five-year rate plan – for water, recycled water and wastewater.

Updated rates for recycled water will go into effect on July 1, 2024 and will appear on August bills.

New rates for potable water and wastewater customers will go into effect on January 1, 2025 and appear on February 2025 water bills. The new rates are timed to start when water usage is typically the lowest, helping minimize the initial impact.

The rate increase is based on an independent study that showed rates were not adequately covering the cost of service. The updated rates will help the Agency continue to upgrade its distribution system and ensure the delivery of safe and reliable water.

The five-year rate plan was approved in 2023 following a series of public meetings.

For more information on the rate plan or to see updated rates, go to www.dwa.org/rates.



NEED BILL HELP?

Low-income customers that meet certain requirements are eligible for a water bill credit of up to \$200 a year through DWA's Help2Others program.

DWA works with Inland SoCal United Way to administer the program.

For more information go to www.dwa.org/h2o or scan the QR code below with your smartphone.



CONFINED SPACE TRAINING



Safety matters at DWA. In May, the Agency hosted the 3rd Annual Joint Confined Space Rescue Training Event in partnership with the Palm Springs Fire Department and the Palm Springs Police Rescue Team. The training included 25 firefighters and 16 DWA employees from Operations and Construction. It was held at the Agency's Recycled Water Facility and involved several hours of intense, hands-on scenarios. To see the training in action, check out the video Reel on DWA's Instagram page.

GET SOCIAL WITH DWA!

Follow us for the latest in water news.
 Instagram: @desertwateragency
 Facebook: @dwawater
 X (formerly Twitter): @DWAwater
 YouTube: @desertwateragency4898
 Nextdoor: Desert Water Agency



WANT TO KNOW MORE?

The public is welcome to participate in our board meetings. They take place at 8 a.m. on the first and third Tuesday of the month, at 1200 S. Gene Autry Trail, Palm Springs. For a meeting schedule, please visit: www.dwa.org.



FAQ

How can I save water & reduce my bill?

There are many ways to reduce water consumption at home, which in turn helps reduce your water bill. Go to www.dwa.org/leaks for tips on how to find and fix leaks inside and outside your home. You can also utilize a DWA incentive. We offer a variety of them: up to \$250 for a weather-based smart controller; up to \$250 for an Energy Star washer; up to \$150 for ultra efficient toilets and \$7 per efficient sprinkler head. Go to www.dwa.org/save to learn more.



SUMMERTIME GARDENING IN THE DESERT



Gardening in the desert can be a challenge, especially during the summer. But it is possible to keep plants alive and well even during extreme heat.

As temperatures rise, so does outdoor water use. It's important not to overwater or waste water. Luckily, there are many ways to be smart with your irrigation. Here are some summertime watering and gardening tips:

- Irrigate early in the morning or late in the evening to reduce evaporation.
- Add a layer of mulch to trees and plants to protect roots from heat and reduce evaporation.
- Check your irrigation system for leaks. Cap unused sprinklers and make sure they are aimed in the right direction and not running off sidewalks or driveways.
- Use native plants which are adapted to hot, dry climates and require less water.
- Create water zones by grouping plants with similar water needs.
- Install a smart controller that applies the right amount of water for the time of year. Check out water-saving rebates on smart controllers and more at www.dwa.org/save.

For additional help, get a free copy of the Lush & Efficient gardening guide, available at our office. It's a great resource for identifying and caring for desert friendly plants. It's also available online at www.dwa.org/lushandefficient.

BOARD OF DIRECTORS

- Paul Ortega, President (Div. 4)
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- Gerald McKenna, Sec./Treasurer (Div. 2)
- Steve Grasha, Director (Div. 1)
- Kristin Bloomer, Director (Div. 5)

CONTACT INFORMATION

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