



SPRING 2025

## DWA Launches New Bills & Customer Portal

Desert Water Agency (DWA) introduced a new billing system and myDWA customer portal in March. The changes are designed to provide an improved customer experience and a new look to water bills.



Customers can use the enhanced myDWA customer portal to easily view bills and water usage, make payments, and update account preferences.

To access information and pay bills online, customers - even those with old myDWA accounts - will need to set up a new customer portal account.

For step-by-step instructions on how to register for a new myDWA account, go to [www.dwa.org/billinfo](http://www.dwa.org/billinfo). There, you'll also find How To Read & Pay Your Water Bill handouts with information in English and Spanish.

**Have a question?** We're happy to help! Visit [www.dwa.org/billinfo](http://www.dwa.org/billinfo) for detailed FAQs or call us at 760-323-4971.

## New Look, Same Dedicated Service

DWA is excited to launch a refreshed brand, including an updated logo, fresh colors and fonts, and a brand-new fennec fox mascot!

While our look has evolved, we are the same Agency formed in 1961 dedicated to protecting our natural resources and ensuring safe and reliable water. The refresh is intended to modernize DWA's brand to reflect our commitment to water sustainability and customer service in a more fresh and engaging manner.



Customers will start to slowly notice the new look



as we roll out the different components. The revised logo was introduced earlier this year with the launch of DWA's new bills and myDWA customer portal in March. And, the mascot made an appearance on our new canned water bottles, which were spotted at the ONE-PS Neighborhood Picnic in March.

Keep an eye out for more!



## Pipeline Projects Improve Water Reliability

DWA is replacing several aging water pipelines throughout our system to help improve water reliability, decrease repair costs and reduce water loss.

The first project in 2025, located in the Racquet Club Estates area, is nearly complete. Pressure testing, disinfecting, and flushing of the new pipeline took place in April and service connections are under way. The project is expected to be done in May.



The Historic Tennis Club & Downtown Area project began this spring, with potholing to check utilities throughout the project area. Trenching to install the new pipe started on W. Arenas Road in mid-April. Work will move east and then south to the other streets.

The downtown area project is expected to be complete at the end of May or early June. The schedule and completion date are subject to change based on unforeseen circumstances, such as weather, materials or utility conflicts.

Go to [www.dwa.org/pipelines](http://www.dwa.org/pipelines) for project updates.



Historic Tennis Club & Downtown Area





## Frequently Asked Questions

**Q: I have a high bill. Is my water meter broken?**

**A:** Water meters actually run slower or not at all when they age or break. For most customers a high bill is a sign of a leak or excess water used for irrigation.



Sign up for eBilling at [myDWA.org](http://myDWA.org) so you can look at your historical usage to determine if a bill is in line with that same month of previous years. If not, check your property for leaks using our step-by-step instructions or helpful leak check video at [www.dwa.org/leaks](http://www.dwa.org/leaks).

If you need help paying a high water bill, low-income customers can qualify for assistance. Go to [www.dwa.org/h20](http://www.dwa.org/h20) for more information.

## 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

**LinkedIn:** Desert Water Agency



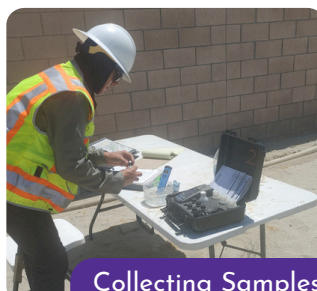
## Monitoring Wells Support Sustainability



Well Construction



New Project Location



Collecting Samples

DWA is partnering with the California Department of Water Resources (DWR) to construct monitoring wells in several locations in our service area. These wells will provide valuable information on groundwater basin levels, water quality, and the condition of the underground aquifer.

Construction began in April on the second monitoring well project in recent years. The site is located near the Four Seasons community at the north end of Sunrise Way. The first well was installed north of the Dream Homes neighborhood on Diamond Road in 2024.

The wells are strategically placed in locations where specific data is not already available. The information collected helps us make sure the groundwater basin stays healthy, supporting our mission of ensuring a reliable water supply.

Visit [www.dwa.org/wellmonitoring](http://www.dwa.org/wellmonitoring) for more information on the current project.

## Conservation Corner

A great way to save water and money is to utilize DWA's incentives.

- Up to \$3 a square foot for grass removal
- Up to \$250 for a smart irrigation controller for residential and up to \$10,750 for HOA/commercial
- Up to \$7 for water efficient nozzles and irrigation heads
- Up to \$250 for Energy Star washers
- Up to \$150 for ultra-efficient toilets with 1.1 gallons per flush or less, or dual flush models with 1.1/1.6 gallons per flush or less

Go to  
[www.dwa.org/save](http://www.dwa.org/save)  
to learn more.



### WANT TO KNOW MORE?

For more information, please contact: DWA Public Affairs at [outreach@dwa.org](mailto:outreach@dwa.org) or 760-323-4971, ext. 184. To learn about DWA's conservation programs, please visit: [www.dwa.org/save](http://www.dwa.org/save)

### BOARD OF DIRECTORS

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The public is welcome to participate in our board meetings at 8 a.m. on the first and third Tuesday of the month. Meetings are held at 1200 S. Gene Autry Trail, Palm Springs. For a meeting schedule, please visit: [www.dwa.org](http://www.dwa.org)

