Desert Water Agency is monitoring the COVID-19 situation closely. The tap water at your home is a safe and reliable option we will provide even under shelter in place orders. Continue to drink, cook with and use tap water as you have in the past. Here are answers to some frequently asked questions.

**Is it safe to drink tap water?**
Yes. The virus has no impact on the quality of tap water. DWA tests water on a daily basis to ensure it meets the state’s rigorous drinking water standards, which are some of the toughest in the world.

**Can the Coronavirus be transmitted through drinking water supplies?**
DWA treats its drinking water with chlorine to remove contaminants and disinfect the system. The World Health Organization recently put out a report that emphasizes the effectiveness of this treatment in safeguarding against transmission of COVID-19. The CDC also indicated COVID-19 has not been found in drinking water. Additionally, the vast majority of the drinking water we deliver comes from beneath the ground directly into our pipeline system. It is not exposed to people until you open your faucet. Likewise, the stream water we use is disinfected with both chlorine and ultraviolet light.

**Will stay at home orders disrupt water service?**
No. Most of our facilities can be operated remotely and public water agency employees are disaster service workers. DWA employees have satellite and radio communication capabilities and special access to our facilities to allow for critical services during emergencies.

**Do I need to stockpile bottled water?**
No. While it is a good idea to have some stored water as part of an emergency supply kit in case of an earthquake, tap water is safe for everyday uses like drinking, cooking and hygiene.

**DWA waives fees and cancels water shutoffs**
In response to the COVID-19 (Coronavirus) emergency, DWA’s Board of Directors voted unanimously to waive all late fees and hold off on water shutoffs for 60 days (March 17 - May 16). No customer will have their water turned off for non-payment during this time. With the closure of our Operation Center lobby, customers are encouraged to pay their bill electronically or by phone. All pay-by-phone and credit card processing fees will be absorbed by the Agency for 60 days as directed by the Board.

Go to [www.myDWA.org](http://www.myDWA.org) to sign up for e-billing. Visit [www.dwa.org/pay](http://www.dwa.org/pay) to make a one-time online payment. For additional questions call our office at 760-323-4971.

**Pipeline Upgrades**
DWA is constantly working to replace pipes with a history of leaks. Not only does it help eliminate water waste, but it also reduces cost, traffic and water interruptions due to emergency leak repairs. This summer and fall, DWA plans to replace about 2.5 miles in three different areas.

**El Mirador/Movie Colony East/ South Vista Chino**
- Avenida Caballeros between Tachevah and Vista Chino
- Sonora Rd
- Via Salida
- Via Soledad
- E Ave Palmera
- Ave Olancha
- S Via Entrada
- E Ave Hokona
- Avenida Ortega
- Calle Palo Fierro south of Sonora Rd

**Tahquitz River Estates**
- Araby Drive between Morongo Tr and Birdie Tr

**Araby Commons**
- Avenida Caballeros between Tachevah and Vista Chino
- Sonora Rd
- Via Salida
- Via Soledad
- E Ave Palmera
- Ave Olancha
- S Via Entrada
- E Ave Hokona
- Avenida Ortega
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SLIM SNOWFALL

This winter began as a dry one. A late surge in March helped bring statewide snowpack numbers to about half of average. The snow we see across California is important to us because snowmelt impacts how much water we import to replace what we pump out of the ground.

Are we back in a drought? No. That’s not to say we shouldn’t be mindful of water use. DWA invests heavily in conservation programs and incentives to support efficient water use.

Multiple consecutive dry years may bring anxiety and regulations at the state level. Luckily the water storage around the state is in good condition. We also have plenty of water stored in our local aquifer.

In this past decade, Californians have seen some of the wettest and driest years on record. These fluctuations seem to be the new normal. That makes the case for new proposed projects that aim to store more water from wet years to use later when it is dry.

You may see a ballot measure on this in November.

NEW FILTRATION PLANT ALMOST COMPLETE

DWA is working on a water filtration plant at Snow Creek that will ensure reliability for customers in Snow Creek Village. The filtration plant is expected to be completed in May at a cost of $3.3 million. The plant will filter water from Falls Creek and Snow Creek and allow DWA to use more surface water each year.

While most of the water DWA delivers to customers comes from the underground aquifer, about 5 percent of its water source comes from three mountain streams that DWA has rights to: Snow Creek, Falls Creek and Chino Canyon. This plant is just one part of DWA’s ongoing work to provide safe, reliable water.

FAQ

How do I get help with my water bill?

Those affected by the COVID-19 crisis can get assistance through Help2Others. Desert Water Agency worked with United Way of the Desert to establish a fund specifically to help customers in need pay their water bills. Eligible applicants can get up to $100 in bill credit per year. For more information or to apply, visit: www.dwa.org/h2o

WATER EDUCATION

The CV Water Counts Academy class of 2020 wrapped up in February with 24 graduates who learned all about water delivery in the desert. To learn more or apply next year go to: www.cvwatercounts.com/academy

WANT TO HELP YOUR NEIGHBOR?

DWA is grateful to its employees and vendors who donate money to the Help2Others (H2O) fund which provides bill assistance to customers in need. You can also contribute to the fund and help out a neighbor who may be struggling to pay their water bill, especially during the COVID-19 crisis. For more information or to donate, go to: www.dwa.org/h2o

CONTACT INFORMATION

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

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