Water Rates & Charges
RESIDENTIAL & COMMERCIAL
Effective July 1, 2019

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

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” $27.60
1” $27.60
1 1/2” $52.70
2” $82.82
3” $163.14
4” $253.50
6” $504.50
8” $805.69
10” $2,110.87
12” $2,663.06

VOLUMETRIC (PER UNIT) CHARGE
$2.08 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.

ZONE Per HCF
A $0.24
B $0.28
C $0.61
D $2.70

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.

New accounts

VOLUMETRIC (PER UNIT) CHARGE
$2.08 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.

ZONE Per HCF
A $0.24
B $0.28
C $0.61
D $2.70

Please ask a DWA representative or visit www.dwa.org to find out if you are in an area where a pumping charge applies.

It is required that water and sewer service, in ALL cases, be kept in the property owner’s name.
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 $50 credit on the water bill twice 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.

System protection devices

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

<table>
<thead>
<tr>
<th>BACKFLOW SIZE</th>
<th>CHARGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/4”</td>
<td>$3.00</td>
</tr>
<tr>
<td>1” - 3”</td>
<td>$3.50</td>
</tr>
<tr>
<td>4” - 6”</td>
<td>$5.80</td>
</tr>
<tr>
<td>8” - 12”</td>
<td>$7.00</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>SERVICE SIZE</th>
<th>CHARGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>4”</td>
<td>$26.48</td>
</tr>
<tr>
<td>6”</td>
<td>$57.31</td>
</tr>
<tr>
<td>8”</td>
<td>$98.42</td>
</tr>
<tr>
<td>10”</td>
<td>$153.23</td>
</tr>
<tr>
<td>12”</td>
<td>$184.06</td>
</tr>
</tbody>
</table>

Fees & penalties

WATER USE VIOLATIONS
DWA’s current restrictions are listed at www.dwa.org/restrictions and can be obtained at DWA’s office or by phone.

<table>
<thead>
<tr>
<th>OFFENSE</th>
<th>SINGLE-FAMILY HOME</th>
<th>OTHER</th>
</tr>
</thead>
<tbody>
<tr>
<td>First offense</td>
<td>$50</td>
<td>$100</td>
</tr>
<tr>
<td>Second offense</td>
<td>$100</td>
<td>$200</td>
</tr>
<tr>
<td>Third + offense</td>
<td>$250</td>
<td>$500</td>
</tr>
</tbody>
</table>

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 $1,388 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

<table>
<thead>
<tr>
<th>CHARGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>$70</td>
</tr>
<tr>
<td>$150</td>
</tr>
</tbody>
</table>

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.