

# DWANews

Let's make every drop count!

DESERT WATER  SPRING 2023

## MORE MONEY AVAILABLE FOR PAST DUE WATER BILLS!

Riverside County residents may be eligible to get more help to pay water bills.

The additional funding is available through the Low-Income Household Water Assistance Program (LIHWAP) run by Community Action Partnership of Riverside County.

If you have not yet applied to this program, now is the time.

LIHWAP has generous funding for eligible customers with past due water bills.

LIHWAP also expanded to assist customers that don't have a past due balance. These customers can



receive a base credit of between \$200-\$371, depending on their household size and income.

People can start applying for financial assistance immediately.

Applicants must be Riverside County residents and meet income requirements.

Call the Riverside County Community Action Partnership at (951) 955-4900 for information on income requirements or to request an application.

Applications can also be downloaded at



[www.capriverside.org](http://www.capriverside.org)

Low-income customers can also get a \$200 bill credit through DWA's Help2Others program. For more information on this program or to apply, go to [www.dwa.org/h2o](http://www.dwa.org/h2o)

## ATTEND A BOARD MEETING IN PERSON OR WATCH VIA ZOOM



Desert Water Agency now hosts hybrid board meetings. That means the public can either attend in person, or watch live via Zoom.

Like so many other government agencies, DWA moved its board meeting online during the pandemic. In March, DWA launched hybrid meetings for maximum convenience.

DWA Board of Directors typically meet on the first and third Tuesday of the month at 8 a.m. at 1200 S. Gene Autry Trail, in Palm Springs.

We encourage the public to attend to see the elected leaders in action and to learn more about water.

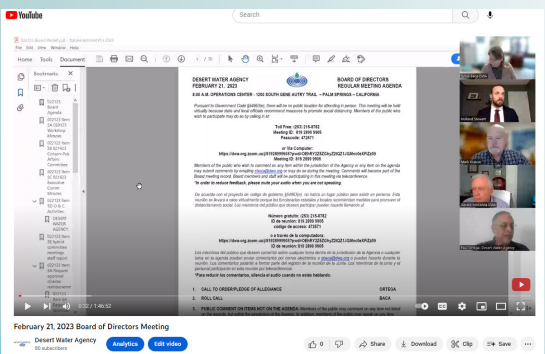
To help keep people connected and be able to watch meetings when and where they want, DWA recently started posting board meeting video recordings online.

To watch on your own time, go to our website at [www.dwa.org/OnDemand](http://www.dwa.org/OnDemand)

The videos are also on our YouTube channel, so please subscribe and stay connected.



Attending a board meeting, or watching it afterwards, is a great way to stay on top of the latest with DWA.





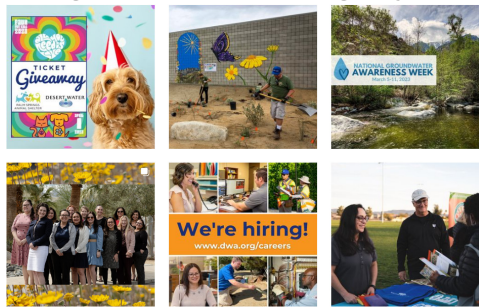
**I don't have savings to remove my grass, how can I participate?**

There are grass removal incentive funds just for low-income residents. Customers who meet certain income requirements can get \$6-\$8 per square foot to replace grass with efficient landscaping. The check can go directly to your landscaper so that you can avoid out of pocket costs. See if you qualify today!



**GET SOCIAL WITH DWA!**

Twitter: @DWAwater  
 Facebook: @Desert Water Agency  
 YouTube: @Desert Water Agency  
 Instagram: @desertwateragency



**DWA METER TESTING GOES EXTRA MILE**



As soon as a water bill spikes, some people often wonder if their meter is broken.

Chances are the increase is due to a leak or irrigation changes, rather than an inaccurate meter measurement.

DWA uses meters that the manufacturer tests for accuracy before shipping. A label indicating the test results can be found on each meter.

Our meter shop also tests 10 percent of all meters prior to installation to verify the manufacturer's test results.

Testing our meters for accuracy is an important part of our quality control process to ensure our customers are being charged correctly.

DWA's meter shop also monitors the age of residential and commercial meters and proactively replaces them when they are nearing their lifespan.

The Agency has been working diligently on meter upgrades and anticipates that within the next five years, DWA customers will have access to hourly water use data online.

**USE YOUR METER TO CHECK FOR A LEAK**

Most of our meters are located in a rectangular concrete meter box at the curb or sidewalk in front of a home or business. To use a water meter as a leak detector, follow these steps:

- Make sure no water is running inside or outside of your home.
- Lift the lid off the meter box (a screwdriver inserted into the small square hole in the meter box lid will work as a "handle").
- Once the meter box lid has been removed, lift the round cap up from the face of the meter.
- Check the indicator (blue star/circle). If it is slowly spinning and you know there is no water running in your home or outside, you may have a leak on your property.



**WANT TO KNOW MORE?**

The public is welcome to participate at our board meetings. They are held 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](http://www.dwa.org)

**BOARD OF DIRECTORS**

- Kristin Bloomer: Division 5
- Paul Ortega: Division 4
- Jeff Bowman: Division 3
- Gerald McKenna: Division 2
- Steve Grasha: Division 1

**CONTACT INFORMATION**

For more information, please contact: DWA Outreach Specialist Xochitl Peña at 760-323-4971 ext. 272, or [XPena@dwa.org](mailto:XPena@dwa.org). For more information on DWA's conservation programs, please visit: [www.dwa.org/save](http://www.dwa.org/save)