



SUMMER 2026

DWA Launches New Website

Desert Water Agency (DWA) introduced a redesigned website in May, with upgrades focused on customer service, accessibility and the mobile experience.

The revamped website is the result of a nearly year-long modernization effort aimed at improving customer experience and making information easier to access for the communities DWA serves. The new website features:

- Improved accessibility features to better serve all users, including enhanced ADA compliance
- A mobile-friendly experience optimized for smartphones and tablets
- Streamlined navigation and improved organization of information
- A modern design aligned with DWA's 2025 brand refresh
- Easier access to customer resources, conservation programs, news and agency updates



While the website is new, the URL remains the same! Learn more and check out the refreshed website at www.dwa.org.

Annual Water Quality Report Now Available

DWA is dedicated to providing a safe, reliable water supply today and for future generations.

As part of our commitment to water quality, DWA tests more than 2,500 water samples a year. The results of these tests are published each year in a 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 your other uses.



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

- Updates on water quality in our service area
- A letter from our general manager
- Frequently asked water quality questions and answers

The 2025 Water Quality Report is available at www.dwa.org/wqr. Hard copies of the report are also available. Stop by our office or call 760-323-4971.



New Rates Adopted

On June 16, the DWA Board of Directors approved a rate increase for water, recycled water and wastewater.

The increase is the fourth in a previously adopted five-year rate plan that was approved in 2023 after a series of public meetings.

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

Updated rates for recycled water will go into effect on July 1, 2026, and will appear on August bills.

New rates for potable water and DWA's wastewater service charge will go into effect on January 1, 2027, and appear on February 2027 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.

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





How do I report water waste?

If you see a leak or water waste, you can report it to DWA on our website at www.dwa.org/report.

Be ready with the location, date, time and description. Photos are a huge help! You can also send an e-mail to waterwaste@dwa.org.



In the event of a water emergency, call 760-323-4971 and push 0 during business hours or 4, if after hours.

Pipeline Project Update!

DWA is replacing several aging water pipelines throughout our system to help improve water reliability, decrease repair costs and reduce water loss. More projects are coming soon! Go to www.dwa.org/pipelines for updates.

Stay Cool & Hydrated This Summer!

Summer officially started in June, but desert heat starts earlier and lasts longer than most places. Whether you are taking a summer vacation or staying local, it's important to stay hydrated. Here are some simple tips:

- Drink plenty of water – even when you're not thirsty. Thirst can be a sign of dehydration.
- Always carry a reusable water bottle filled with cool tap water. Many places have free water bottle fill stations.
- Avoid dehydrating drinks like coffee, soda, energy drinks and alcohol as much as possible. If you do consume these types of drinks, make sure to drink enough water to maintain hydration.
- Try infused water! Adding fruit, herbs and veggies tastes great! Check out some recipes on our website at www.dwa.org/recipes.



Staying cool is just as important as hydration. If you are planning outdoor activities, take a bandana with you, soak it with water, and wrap it around your head or shoulders. If you are hiking, take a buddy, bring lots of water and go early in the morning to beat the heat.

Need a reusable bottle or bandana? Stop by our office at 1200 S. Gene Autry Trail in Palm Springs to pick one up for free.

Get social with DWA!

Instagram: @desertwateragency
Facebook: @dwawater
X (formerly Twitter): @DWAwater
YouTube: @desertwateragency4898
Nextdoor: Desert Water Agency
LinkedIn: Desert Water Agency



Conservation Corner

July is Smart Irrigation Month, and the perfect time to make sure you are watering efficiently outdoors:

- Find and fix irrigation leaks.
- Make sure your sprinklers are watering the landscaping, not the pavement or concrete.
- Install a smart irrigation controller. These devices adjust automatically for the weather, and some models can be controlled from your phone.
- Check out DWA's rebates on smart irrigation controllers (up to \$250 back) and water efficient nozzles/irrigation heads (up to \$7 back)!

Get more info on rebates & water saving tips at www.dwa.org/save



WANT TO KNOW MORE?

For more information, please contact: DWA Public Affairs at outreach@dwa.org or 760-323-4971, ext. 184. To learn about DWA's conservation programs, please visit: 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

