



**DESERT
WATER
AGENCY**

HOW TO READ & PAY YOUR WATER BILL

Desert Water Agency knows that understanding your water bill can be a challenge. This double-sided handout provides information to make reading your bill easier.

1 Account Information
This section includes general information about your account. This is where you will find your account number, customer number and service address, which may be different than the mailing address. It's also where you will find your payment due date.

2 Charges & Meter Reading
The charges, fees, meter read details, and monthly water usage associated with your account will be listed in this section.

Monthly Fixed Service Charge: This is a flat fee based on the size of the water meter at your property. This fee stays the same every billing period, no matter how much water you use. The money helps cover DWA's fixed costs – those that don't change based on your water usage – such as infrastructure, meter reading and water quality testing.

Consumption (Volumetric) Charge: This amount changes each month based on your water use. If you are at a higher elevation, a zone pumping charge is added to the volumetric charge. The additional zone pumping charge covers the cost of pumping water up the hill. The amount varies based on location, or zone, and is added to the base volumetric rate.

Rate: The rate charged for each unit of measurement (UOM).

Meter Number: The number that identifies your water meter.

Previous Read Date: The date your meter was previously read.

Current Read Date: The date your meter was most recently read.

Previous Reading: The reading number the previous time your meter was read.

Current Reading: The reading number the most recent time your meter was read.

Office: 1200 S Gene Autry Trl Palm Springs, CA 92264
Hours: Weekdays: 8am – 5pm
Inquiries: 760-323-4971
Website: www.dwa.org

Mailing: Desert Water Agency
P.O. Box 1710
Palm Springs, CA
92263-1710

CUSTOMER COPY
Please keep this portion for your records

CUSTOMER NAME	CUSTOMER #	PARCEL ID	SERVICE LOCATION						
DWA Customer	123456	11223344	1200 S GENE AUTRY TRAIL						
BILL NUMBER	BILL DATE	ACCOUNT #	ACCOUNT TYPE	DUE DATE					
40007	01/21/2025	98765432	RESIDENTIAL SINGLE FAMILY	02/05/2025					
CHARGE DESCRIPTION	RATE	METER NUMBER	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	UOM	CHARGE AMOUNT
CONSUMPTION (VOLUMETRIC)	2.44	45761657	12/20/2024	01/21/2025	1012	1018	6	HCF	\$14.64
MONTHLY FIXED SERVICE CHARGE									\$72.02

3 Please pay by the due date.

4 CONSUMPTION HISTORY

5

Previous Balance	\$0.00
Total Current Billing	\$86.66
Adjustments	\$0.00
Less Payments Received	(\$0.00)
Deposits	\$0.00
Penalties	\$0.00
Total Amount Due	\$86.66

100 cubic feet (HCF) = 748 gallons

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REMIT PORTION
RETURN THIS PORTION WITH YOUR CHECK
MADE PAYABLE TO DESERT WATER AGENCY
PLEASE PAY BY DUE DATE IN
ORDER TO AVOID LATE CHARGES.
PLEASE DO NOT SEND CASH. PLEASE DO NOT STAPLE.

SERVICE LOCATION	BILL NUMBER	CUSTOMER #	ACCOUNT #	DUE DATE	TOTAL DUE
1200 S GENE AUTRY TRAIL	40007	123456	98765432	02/05/2025	\$86.66

6 MAKE CHECKS PAYABLE AND REMIT TO:
Desert Water Agency
PO Box 1710
Palm Springs, CA 92263

DO NOT PAY - AUTOPAY

Usage & UOM: The amount of water used and the unit of measurement (UOM). DWA measures water usage per 100 cubic feet (HCF). (100 cubic feet = 748 gallons)

Charge Amount: The amount you are being billed for each charge description.

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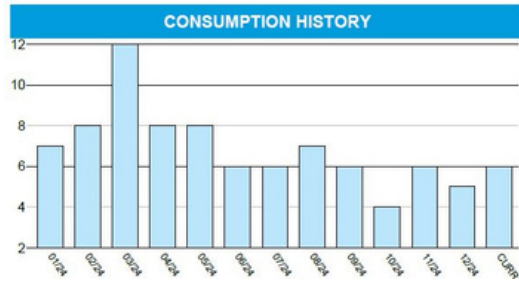
Special Message

This is where DWA will provide important information and messages to customers.

4

Consumption History

This chart shows your water usage over the past 13 months. You can see how your water use varies throughout the year and use the information to make conservation decisions.



5

Bill Summary & Amount Due

This section shows your billing status and the total amount due on your account.

Previous Balance	\$0.00
Total Current Billing	\$90.57
Adjustments	\$0.00
Less Payments Received	(\$0.00)
Deposits	\$0.00
Penalties	\$0.00
Total Amount Due	\$90.57

6

Payment Slip

If you are paying using a check or cash, please return the payment slip with your payment.

Bill Payment Options

DWA offers many ways to pay your bill. Please see below for details.



AutoPay: Set up automatic payments so you don't have to think about it. Go to www.mydwa.org to enroll.



Phone: Call 833-742-4416 to pay by checking account or credit card.



Online: There are a few ways to pay online:

myDWA Account: Set up an account at www.mydwa.org to pay your bill, see your water usage history and more.

Quick Pay: Go to www.mydwa.org and click on myDWA Customer Portal and select the Quick Pay option.

Bank Bill Pay: Check with your bank about online bill payment options. You will need to provide your account number and customer number to your bank. Please enter both your eight-digit account number and six-digit customer number separated by a dash when paying your bill through your bank. Example: 12345678-123456.



Mail: Send your payment slip and a check to:

Desert Water Agency
PO Box 1710
Palm Springs, CA 92263-1710



In Person: Stop by our office at 1200 S. Gene Autry Trail in Palm Springs, Monday through Friday from 8 a.m. to 5 p.m. After hours payments can be left in the Water Tower drop box in our parking lot (checks only). Be sure to include your payment slip.

How To Sign Up for myDWA

Follow these simple steps to register for a myDWA account:

1. Go to www.mydwa.org
2. Click on "myDWA Customer Portal" under "Available Services"
3. Click the "Sign In or Sign Up" button
4. Go to the bottom of the page and click "Create an Account"
5. Fill out the required fields and click "Sign Up"
6. Check your inbox for an email with a code from Community Access Identity
7. Go back to the webpage and enter the code. Click "Verify"
8. Click "Continue" at the bottom of the page OR set up a security method following the prompts (optional)
9. You will be redirected to the myDWA portal
10. Click "Add Account"
11. Enter your DWA account number and customer number. You can find these on your bill.
12. You can now pay your bill and manage your account online.

Have a question?

If you need further assistance, call us at 760-323-4971

