



SUMMER 2025

## DWA Welcomes New General Manager

Desert Water Agency (DWA) is pleased to welcome Esther Saenz as its General Manager, following the retirement of Steve Johnson in July. Saenz is the first female General Manager in the Agency's history, marking a significant milestone for DWA.



Esther Saenz



Steve Johnson

Saenz previously served as Director of Finance at DWA and was selected based on her extensive fiscal experience, deep understanding of Agency operations and proven leadership. She has demonstrated strong commitment to the Agency's mission throughout her nearly 15-year tenure at DWA.

“It has been an honor to serve you throughout my 30 years at Desert Water Agency. I am proud to pass the torch of General Manager to Esther Saenz. With nearly 15 years of service to DWA, Esther's dedication is evident. You can rest assured that your water, and the Agency, are in good hands. - Steve Johnson”

Johnson's retirement caps a remarkable 30-year career with DWA. His leadership and devotion to public service have left a lasting impact on the Agency and the community it serves.

## Board Adopts Rate Changes

On June 17, the DWA Board of Directors approved a rate increase - the third in a previously adopted five-year rate plan - for water, recycled water and wastewater.

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, 2025, and will appear on August bills.

New rates for potable water and DWA's wastewater service charge will go into effect on January 1, 2026, and appear on February 2026 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.

The five-year rate plan was approved in 2023 following a series of public meetings.

For more information on the rate plan or to see updated rates, go to [www.dwa.org/rates](http://www.dwa.org/rates).



## Annual Water Quality Report Now Available

As your water provider, DWA is committed to providing a safe, reliable supply - both for today and into the future.

As part of our dedication to ensuring water quality, DWA tests more than 2,500 samples a year. The results of these tests are published annually in our 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 any other uses you may have.

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

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

The 2024 Water Quality Report is available at [www.dwa.org/wqr](http://www.dwa.org/wqr). Hard copies of the report are also available. Stop by our office or call 760-323-4971.





## Frequently Asked Questions

**Q: Why is there a new myDWA portal?  
How do I set up an account?**

**A:** DWA introduced a new billing system and myDWA customer portal in March. The changes are designed to provide an improved customer experience.



To access information and pay bills online, customers - even those with old myDWA accounts - need to set up a new customer portal account at [www.mydwa.org](http://www.mydwa.org). To create an account, you will need your new DWA account number and customer number, which can both be found on your bill.

If you need help signing up for the new portal, go to [www.dwa.org/billinfo](http://www.dwa.org/billinfo) for step-by-step instructions and detailed FAQs or call us at 760-323-4971.

## Get social with DWA!

Follow us for the latest in water news.

**Instagram:** @desertwateragency

**Facebook:** @dwawater

**X (formerly Twitter):** @DWAwater

**YouTube:** @desertwateragency4898

**Nextdoor:** Desert Water Agency

**LinkedIn:** Desert Water Agency



## AMI Towers Will Support Smarter Water Use

Desert Water Agency is taking another big step to help customers use water more efficiently.

Starting in July, DWA will begin installing 12 AMI towers on Agency owned properties across our service area. These towers are a key part of our new Advanced Metering Infrastructure, or AMI, which will support conservation and efficiency.

The towers will allow us to collect water use data remotely instead of sending staff to read meters manually. That means better efficiency for us – and faster, more detailed data for you.

With the new towers, customers will eventually be able to track their hourly water use online. This can help spot leaks early, avoid surprises on bills, and support everyday conservation.

The goal is to have an online dashboard available within the next few years.

These improvements will help us all use water smarter – and make the most of every drop.

Want to learn how to save water today? Visit [www.dwa.org/save](http://www.dwa.org/save).

## Conservation Corner

Summer weather means more outdoor water use - and a great time to evaluate your irrigation. Follow these tips to help you save water and money:

- Check for and fix irrigation leaks
- Water in the early morning or late evening to reduce evaporation
- Water the roots of your plants
- Make sure sprinklers are watering the landscape, not the concrete or pavement
- Check out DWA's rebates on water efficient nozzles and irrigation heads (up to \$7) and smart irrigation controllers (up to \$250)

Go to [www.dwa.org/save](http://www.dwa.org/save) to learn more.



### WANT TO KNOW MORE?

For more information, please contact: DWA Public Affairs at [outreach@dwa.org](mailto:outreach@dwa.org) or 760-323-4971, ext. 184. To learn about DWA's conservation programs, please visit: [www.dwa.org/save](http://www.dwa.org/save)

### BOARD OF DIRECTORS

**Paul Ortega**, President (Div.4)  
**Jeff Bowman**, Vice President (Div. 3)  
**Kristin Bloomer**, Sec./Treasurer (Div. 5)  
**Steve Grasha**, Director (Div. 1)  
**Gerald McKenna**, Director (Div. 2)

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](http://www.dwa.org)

