APPENDIX B: eCCR Certification Form (Suggested Format)

Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Desert Water Agency
Water System Number:	3310005

The water system named above hereby certifies that its Consumer Confidence Report was distributed (prior to July 1) starting on June 20, 2025 (*date*) to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by:

Name: Xochitl Pena	Title: Public Affairs Manager
Signature: X Xochitl Pena	Date: 09/30/25
Phone number: 760-323-4971	blank

To summarize report delivery used and good-faith efforts taken, please complete this page by checking all items that apply and fill-in where appropriate:

☐ CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).

☒ CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).

☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:

- ☒ Posting the CCR at the following URL: www.dwa.org/wqr
- ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)

- ☒ Advertising the availability of the CCR in news media (attach copy of press release) (We did not issue a press release but instead appeared on a local TV Broadcast segment to promote it)
- ☐ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
- ☒ Posted the CCR in public places (attach a list of locations) (It was available in our public lobby and at a public neighborhood organization meeting)
- ☐ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
- ☐ Delivery to community organizations (attach a list of organizations)
- ☒ Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
- ☒ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
- ☒ Other (attach a list of other methods used)

☒ *For systems serving at least 100,000 persons*: Posted CCR on a publicly-accessible internet site at the following URL: www.dwa.org/wqr

☐ *For privately-owned utilities*: Delivered the CCR to the California Public Utilities Commission

Consumer Confidence Report Electronic Delivery Certification

Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.

☒ Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL: www.dwa.org/wqr

☒ Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL: www.dwa.org/wqr

☐ Water system emailed the CCR as an electronic file email attachment.

☐ Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).

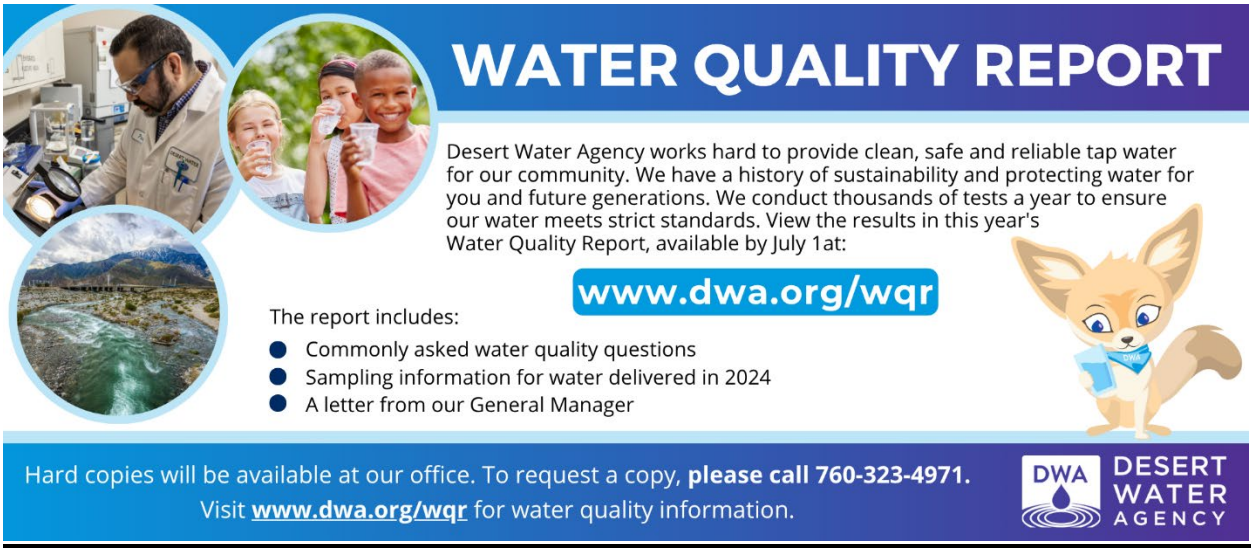
☐ *Requires prior DDW review and approval.* Water system utilized other electronic delivery method that meets the direct delivery requirement.

Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.

Desert Water Agency sent Water Quality Report notifications to all customers in a variety of ways letting them know that the report was available online at www.dwa.org/wgr and in our lobby. We also let them know that we could mail one to them if they requested.
Specific outreach efforts included:
• Postcard mailed to all customers starting June 23, 2025
• DWA website on June 20, 2025
• Social media posts (Instagram, Facebook and X/Twitter) on July 11, 2025
• Customer Newsletter article (paper and electronic) sent starting July 1, 2025
• Bill insert (paper and electronic) sent starting June 1, 2025
• KESQ (local TV station) segment on June 26, 2025. Click on link here
• City of Palm Springs residential electronic newsletter in June 2025
The following pages include examples of what we shared.

This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c) of the California Code of Regulations.

Bill insert



Customer Postcard

Customer Newsletter

DWA DESERT WATER AGENCY | NEWS

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.

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. Hard copies of the report are also available. Stop by our office or call 760-323-4971.

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.

Office: (760) 323-4971 | 1200 S. Gene Autry Trail, Palm Springs, CA 92264 | www.dwa.org

Social media

Instagram

Twitter

Desert Water Agency @DWAwater · Jul 11

Check out our annual Water Quality Report! DWA is committed to ensuring your water is safe to use. Learn about the safety of your water, get answers to FAQs and read an update from our Agency leadership. Go to dwa.org/wqr or call 760-323-4971 for a printed copy.

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Facebook

Desert Water Agency
Published by Nisha Ajmani · July 11 ·
Check out our annual Water Quality Report! DWA is committed to ensuring your water is safe to use. Learn about the safety of your water, get answers to frequently asked... See more
WATER QUALITY REPORT
DELIVERED JUNE 2025 (Based on 2024 data)
DWA DESERT WATER AGENCY
www.dwa.org/wqr
See insights and ads
Boost post
CV Water Counts, Southern California Water Coalition and 8 others
3 shares

City of Palm Springs e-Newsletter

DESERT WATER AGENCY UPDATE

Coming Soon! Annual Water Quality Report

As your water provider, Desert Water Agency is committed to providing a safe, reliable supply – both for today and into the future.

As part of our dedication to ensuring water quality, Desert Water Agency 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.

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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 our current and incoming General Manager
- Frequently asked water quality questions and answers

Hard copies of the report will also be available. Stop by our office or call 760-323-4971 after July 1.

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5/18/25, 2:32 PM Neighborhood & City News

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