

Contact Us

In case of emergencies, call immediately: 760-329-6448

Emergencies Are...

Leaks, breaks, or other malfunctions in the District's water distribution or sewer collection systems. Standby personnel will return your call within 60 minutes.

Emergencies Are Not...

Turning meters on or off, repairing or servicing leaks or breaks on the customer's side of the meter, or requests to test water quality. Please call during regular business hours if you need meter on/off service or if you have questions about water quality or bill payment.

For general and non-emergency requests:

Call us at 760.329.6448

Or visit us at 66575 Second Street, Desert Hot Springs, CA 92240

Lobby Hours

Walk-in payments, general inquiries, etc.

Mon-Thurs: 7:30am-5:00pm

Friday: 7:30 am-4:00 pm

(Closed weekends and holidays)

Service Hours

Meter installations, shutoffs, etc.

Mon-Thurs: 7:30am-4:30pm

Friday: 7:30 am-3:30 pm

(Closed weekends and holidays)

Telephone and Email Directory

MSWD Main Line – [760.329.6448](tel:760.329.6448)

For customer service (billing, meters, leaks, etc.) - choose option 0, customerservice [at] mswd.org

Customer Service Manager – ext. 131, [acabrera \[at\] mswd.org](mailto:acabrera@mswd.org)

Accounts Payable – ext. 175, [mswd.ap \[at\] mswd.org](mailto:mswd.ap@mswd.org)

Board/Exec Assistant – ext. 137, [dpetee \[at\] mswd.org](mailto:dpetee@mswd.org)

Engineering – ext. 127, [engineering \[at\] mswd.org](mailto:engineering@mswd.org)

Engineering Inspection Line – ext. 190, [engineering \[at\] mswd.org](mailto:engineering@mswd.org)

Human Resources – ext. 135, [ohoffert \[at\] mswd.org](mailto:ohoffert@mswd.org)

Public Affairs & Media Inquiries – ext. 145, [PRvllort \[at\] mswd.org](mailto:PRvllort@mswd.org) (@mswd.org)

Purchasing – [760.251.8332](tel:760.251.8332), [rlopez \[at\] mswd.org](mailto:rlopez@mswd.org)

Wastewater Treatment Plant – [760.329.6278](tel:760.329.6278), [lboyer \[at\] mswd.org](mailto:lboyer@mswd.org)

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Contact Us Online

First Name

Last Name

Account

Address

Address

Address 2

City/Town

State/Province

- None -

▼

ZIP/Postal Code

Email

Phone

Message Information

Topic

Message

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