



# Palmdale Water District the PIPELINE Volume 5 Issue 3



2019 Water Ambassadors

## Now Accepting Applications for 2020 Water Ambassadors Academy

Sign up today for the FREE 2020 Water Ambassadors Academy! We're bringing the program back in the spring when we will dive into PWD's history, infrastructure, facilities, water sources and future projects. The four-session academy is scheduled for 5:30-7:30 p.m. Wednesdays, March 4, 11 and 18, and 9 a.m.-1 p.m. Saturday, March 21. Dinner will be served at each evening session. Applicants selected for the program must commit to all four scheduled sessions. There are no fees. Space is limited.

To sign up for the Academy, visit [palmdalewater.org/waterambassadors](http://palmdalewater.org/waterambassadors). For more information, contact PWD Public Affairs Specialist Laura Gallegos at 661-441-5944.



### Board of Directors

- Robert E. Alvarado, Division 1
- Don Wilson, Division 2
- Gloria Dizmang, Division 3
- Kathy Mac Laren, Division 4
- Vincent Dino, Division 5

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- Dennis D. LaMoreaux  
General Manager, CEO
- Adam Ly  
Assistant General Manager, COO
- Michael Williams  
Finance Manager, CFO

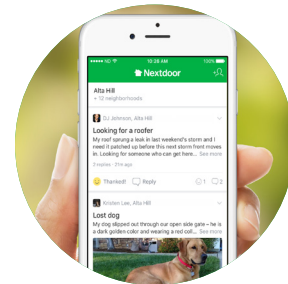
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### Mission Statement

Since 1918, the Palmdale Water District has provided high-quality water at a reasonable cost. We pride ourselves on great customer care; advocating for local water issues that help our residents; educating the community on water-use efficiency; and leading our region in researching and implementing emerging technologies that increase operational efficiency.



### STAY CONNECTED

PWD will be using Nextdoor's Service Provider Platform to let customers know about mainline replacement projects, water disruption alerts, water emergencies and other important information. Sign up with Nextdoor today!



### EV CHARGING STATION

PWD will begin charging 30 cents per kilowatt hour at its EV charging station starting in 2020. It will continue to be free for PWD customers. The access code will be available on your January water bill, or visit our office for the code.



### ANNUAL SHUTDOWN SCHEDULED

The Leslie O. Carter Water Treatment Plant will temporarily be shut down for scheduled maintenance starting Jan. 6. Customers will be receiving water from PWD's groundwater wells.

## New Water Rates to Take Effect January 2020

Palmdale Water District (PWD) customers will begin seeing new water rates reflected in billing for water use starting in the new year. The PWD Board of Directors voted unanimously in October to increase water revenues by 8.1% annually for the next five years beginning Jan. 1, 2020, but the increase for each customer will vary depending on water use.

In a typical single-family household with a one-inch or smaller meter, the fixed rate will edge up slightly from \$37.77 to \$38.22, an increase of 45 cents. If that household uses 17 hundred cubic feet (hcf) of water, which is the average per month for PWD's residential customers, the new rate will increase the monthly bill by \$5.27, or from \$53.36 to \$58.63. Seventeen hcf is about 12,716 gallons of water.

Comparing the new rates for 17 hcf per month usage to nearby water agencies, PWD is below the average of \$65.50.

"Our Board adopted a plan that will have the least impact on small water users, our residential customers," said PWD General Manager Dennis D. LaMoreaux. "It is a fiscally sound plan that minimizes impact while allowing us to tackle capital improvement projects and build a healthy cash reserve for emergencies."

One major change in water allocation for single-family customers is the adoption of aerial mapping, which provides accurate information pertaining to landscape areas. In the new billing, customers are allocated outdoor water based on actual irrigable areas of their property. Previously, the figure was an estimated 50% of parcel size. Any changes to a resident's landscape starting in 2020 will be adjusted accordingly, when brought to the attention of PWD.

Because water rates are designed so that higher usage equals higher costs, it is important to be more water conscious during the warmer months when outdoor water usage is higher. PWD has programs to help with landscape conversions and to reduce water waste. There are also money saving programs for sprinkler upgrades and micro-irrigation conversion, and rebates for high efficiency toilets and clothes washers.

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### UPCOMING EVENTS:

#### Let's Talk H2O!

#### Emergency Preparedness

Take part in a conversation with PWD on how you can prepare for water emergencies.  
Wednesday, Feb. 19 @ 6 p.m.  
PWD Board Room

#### PWD Closures

Holiday Closure, Monday, Dec. 23 - 26  
New Years Day, Wednesday, Jan. 1  
Martin Luther King Jr. Day, Monday, Jan. 20  
Presidents Day, Monday, Feb. 17

#### Board Meetings

Mondays @ 6 p.m.  
PWD Board Room  
2029 E. Avenue Q, Palmdale  
Dec. 16 (@ 4 p.m. 2020 Budget Action)  
(@ 6 p.m. Remainder of Meeting)  
Jan. 13 & 27  
Feb. 10 & 24  
March 9 & 23

**Atención:** Esta publicación está disponible en español en nuestro sitio web en [palmdalewater.org](http://palmdalewater.org). Para obtener una copia impresa en español, visite nuestra oficina o llame al 661-441-5944.

**Attention:** This publication is available in Spanish on our website at [palmdalewater.org](http://palmdalewater.org). For a hard copy in Spanish, visit our office or call 661-441-5944.



**INKWELL**  
Palmdale's Book & Art Festival

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**SATURDAY, MAY 2**  
**10 AM-2 PM**  
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Books • Art  
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**FREE ADMISSION**



**Employee Spotlight:**  
**Tara Rosati, Customer Care Supervisor**

In her two decades at Palmdale Water District, Customer Care Supervisor Tara Rosati has spent all but one year in the Customer Care Department. She has seen firsthand the technological advances that have transformed how bills are paid and meters are read.



For Tara, though, her love of helping customers has never changed. It is what drives her to successfully manage a team of 12 Customer Care Reps, five of whom work in the field.

"I really enjoy my job, especially when I can make a difference for a customer," she said. "When you work really hard to advocate for customers and they show appreciation, it is the most rewarding feeling. I love helping people."

Her desire to work with the public motivated Tara to leave behind her court reporting freelance job and take a position with PWD as a Customer Service Rep in 1999. (Customer Care used to be called Customer Service.) After three years in the office, she moved to the field side and became one of the first female meter readers at PWD. From 2002-2015, Tara worked in the field then she returned to the office. She spent one year as a Customer Account Technician in the Finance Department until she was promoted in 2016 to her current position.

"Tara is a great asset for our customers," said PWD General Manager Dennis D. LaMoreaux. "She consistently works for the customers' interest in all the positions she's held, especially now as the Customer Care Supervisor."

Each day, the Customer Care Reps in the office assist an average of 206 people at the front counter and 253 via phone. From January to Nov. 19 of this year, they helped 41,173 people in person and 50,165 on the phone at the office.

Those numbers explain why Tara arrives at work in heels but quickly tosses them aside for flats as she races around helping her team assist customers. When there is a lobby full of people and the phones are ringing, Tara is right in the mix. Simultaneously, she also manages her field reps, who are tasked with such things as reading meters, checking for leaks, turning on water, maintaining equipment and conducting pressure checks.

Tara, who is married and has a 13-year-old stepdaughter, enjoys all outdoor activities, including running, snowboarding, wakeboarding, and hiking. She doesn't have a dog but likes to borrow them for her hikes.

**Water Rates** (Continued from Page 1)

To assist ratepayers who need help with their monthly water bill, PWD offers the Rate Assistance Program. Eligible seniors ages 62 and older, veterans of any age and low-income families can get help with up to 50% of their monthly service fees.

The revenue adjustment approved by the Board was recommended by independent economic consulting firm Robert D. Niehaus, Inc., which spent months analyzing PWD's finances. The consultants used five years of financial data including budgets and audits; five years of detailed billing and consumption records; five years of water production history; and future water source and demand projects.

With about 26,000 accounts in its 45-square-mile boundary, PWD provides clean, reliable water to more than 115,000 people mostly in east Palmdale and a few unincorporated areas. It is a 101-year-old agency that continues to require infrastructure upgrades and repairs. The five-year revenue increase and plans for a \$20 million bond in 2021 will allow PWD to continue to work on \$30 million worth of 100 specific projects through 2024 to ensure that customers continue receiving the high-quality water that they deserve.



**MONTHLY SERVICE CHARGE**

Meter Size	2020
5/8" – 1"	\$ 38.22
1-1/2"	\$92.99
2"	\$ 140.84

**PWD REBATES AND WATER-USE EFFICIENCY PROGRAMS**

**REBATES**

**TOILET:** Save up to 15 gallons of water each day with a high-efficiency toilet (HETs) or a dual flush toilet.

**HIGH EFFICIENCY CLOTHES WASHER:** Reduce energy costs by 50% while saving water.

**SPRINKLER UPGRADE:** Under the Water-wise Sprinkler Upgrade Rebate Program, receive \$4 per HE/MP rotator nozzle.

**MICRO-IRRIGATION CONVERSION:** Receive 25 cents per linear foot of micro-irrigation installed.

**WATER-USE EFFICIENCY**

**RESIDENTIAL WATER SURVEY (REDUCE WATER WASTE)**

**WATER-WISE LANDSCAPE CONVERSION PROGRAM (TURF REMOVAL REBATE)**

For more info, contact the Water-Use Efficiency Dept. at 661-456-1001.

**PWD TAP WATER VS. BOTTLED WATER - COST COMPARISON**

Save Money. Drink Tap.



PWD's Leslie O. Carter Water Treatment Plant uses Granular Activated Carbon (GAC) to treat the water before it is delivered to customers. GAC is also found in Brita Filters. So why not just drink the water that flows from the tap? PWD's water is tested numerous times daily and is heavily regulated by the state of California to ensure it is safe. For more information about PWD's tap water and to view the latest Consumer Confidence Report, visit <http://bit.ly/2rLxw4M>

**Littlerock Dam Construction Phase 1 Close to Completion**



Months after excessive rain halted work, construction of the grade-control structure at the Littlerock Dam is nearly finished. Final batches of roller compacted concrete (RCC) are being placed for the structure, which has been built to an elevation of 3,260 feet. Contractor ASI Construction has also been backfilling and placing riprap during the construction. ASI will work on restoring the site before the project is deemed complete.

The grade-control structure at Rocky Point is phase 1 of the Littlerock Reservoir Sediment Removal Project. The structure is required for the protection of the federally endangered arroyo toad during the sediment removal to restore the dam's full water capacity to 3,500 acre-feet. The sediment removal, which is phase two of the project, will be a seven-to-12 year process that will begin in the fall of 2020. PWD is working closely with the U.S. Forest Service and Friends of the Littlerock Dam to open the area for recreation during non-construction, non-sediment removal months. The dam is officially closed through Feb. 1, 2020, by the Forest Service.

**Greater A.V. Water Emergency Coalition Event a Community Success**

PWD cohosted the Greater Antelope Valley Water Emergency Coalition event with Los Angeles County Public Works, Antelope Valley-East Kern Water Agency, city of Palmdale and city of Lancaster in October. The event brought together agencies and vital partners to discuss emergency preparedness in the Greater Antelope Valley. The community partners shared how they are prepared to help each other in case of an emergency. The agencies agreed to continue their partnerships. Join PWD on February 19 to learn how you can prepare for water emergencies and how PWD is prepared to respond. Participants can win an emergency kit.



Water agencies panel (seated L-R): AVEK General Manager Dwayne Chisam, PWD General Manager Dennis D. LaMoreaux, Los Angeles County Public Works Deputy Director Dan Lafferty, Quartz Hill Water District General Manager Chad Reed and Littlerock Creek Irrigation District General Manager James Chaisson. Moderator Bryan May is from the California Office of Emergency Services.