



the PIPELINE



PWD Reopens Office Lobby in Phases, Starting with Appointments

Months after closing its lobby to the public because of the COVID-19 pandemic, Palmdale Water District (PWD) will start a phased reopening on June 22 with appointments two days a week.

Individuals having difficulty taking care of business with PWD online or on the phone can now make an appointment for in-person assistance. Payments will not be taken in the lobby during this phase of opening and can continue to be made through alternative ways.

Thirty-minute appointments with the Customer Care Department can be made at bit.ly/2BPXWHA or by calling 661-947-4111.

This is the first step towards opening its building to the public since the closure on March 23 to protect the safety of its employees, customers and community during the statewide Safer-at-Home order. Customers have successfully paid their bills by phone, online, mail, drop-box and at 7-Eleven and Family Dollar stores throughout this time. Other services have been available by phone and on PWD's website.

During the closure, appropriate adjustments to the lobby have been made so that social distancing guidelines can be met. Plexiglass dividers between counter windows, floor graphics spaced at least six feet apart have been installed, and chairs have been removed. The front doors are one way in and one way out, directed by arrow graphics on the ground. A touchless hand-sanitizer dispenser sits in the lobby.

"We want to thank our customers for understanding our need to close and for using other options to pay," said General Manager Dennis D. LaMoreaux. "We have followed all safety guidelines and are happy that all of our employees have stayed healthy."

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UPCOMING EVENTS:

Customer Appreciation Day

on PWD's 102 Anniversary
Plant Kit Drive-Thru Giveaway

**One kit per vehicle. While supplies last.*

Wednesday, July 22

9-11 a.m.

2029 E. Avenue Q, Palmdale

Holiday Closure

Labor Day, Monday, Sept. 7

Board Meetings

Mondays @ 6 p.m.

Via Teleconference

Info available on Board Agenda

2029 E. Avenue Q, Palmdale

June 8 & 22

July 13 & 27

August 10 & 24

September 14 & 28

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

Employee Spotlight:

Jennifer Emery, Human Resources Director



Long commutes are routine for many Antelope Valley residents, but Human Resources Director Jennifer Emery's is probably one of the longer ones. It's been taking her 12 hours to fly home each weekend to Atlanta, where she is temporarily living and spending time with her

first, newborn grandson, Maverick.

Jennifer enjoys her commute home because it gives her the time to think, plan, and study. As PWD's HR Director, she needs time to think and plan for how to keep a staff of 80-plus essential workers safe and healthy during the COVID-19 pandemic, a challenge that had no rule books. A 2019 graduate of Northwestern California University School of Law, she also has used the travel time to study for the California Bar Exam.

With over 20 years of experience in HR, Jennifer has always dealt with labor, employment, state, and federal laws. Before dedicating her career to HR, she produced, wrote, and provided the vocals for two contemporary albums in the 1990s.

"Music was so much fun, but when I got pregnant with my third child, I wanted to do something new," Jennifer said.

Since starting at PWD in 2013, Jennifer has been responsible for planning, directing, developing, implementing, and coordinating policies and programs for staff, including recruitment, benefits, orientation, and personnel administration. Recently, much of her work has centered around emergency planning and COVID-19.

"I love the people who work for PWD; they are a great group of people who share a common interest in public service," she said. "In my current HR role, my goal is to help staff succeed in their careers."

Previously, Jennifer worked for the Helen Woodward Animal Center, an animal nonprofit in Rancho Santa Fe that provides educational and therapeutic programs for people, and humane care adoption for homeless animals.

"Jennifer brought professionalism and much knowledge to the District when she became our HR Director," General Manager Dennis D. LaMoreaux said. "She has done an excellent job in a complicated field of work."

Jennifer and her husband, Jeffrey, have three children, Justin, 29, Jenna, 27, and Jonathan, 15. In her downtime, Jennifer enjoys reading, hiking, and cooking.

Reopening (Continued from Page 1)

The lobby has been closed, but PWD's 88 employees continue to do their jobs each day. They are considered essential infrastructure workers who are needed to keep providing clean, safe, reliable water daily to more than 117,000 people in Palmdale. Although PWD is abiding by the state of California's no water shut-off mandate, customers are encouraged to continue paying their bills to fund water purchases, storage, and cleaning and distribution to 27,000 homes and businesses in the District.

The PWD Board of Directors has been holding teleconference meetings. It is planning to have its first in-person meeting on June 22 with continued public involvement with a teleconference line. To make it safer for the Directors, plexiglass partitions have been placed between their dais chairs.

In addition to social distancing adjustments made to the lobby, the interior of the 28-year-old main building at 2029 East Avenue Q has received a new coat of paint, carpet and tile, and new cubicles were installed. The remodeling project was initially scheduled for the end of the year but was completed during the closure to prevent disruption to staff and services to the public.



Face coverings became part of the uniform for the crew during the pandemic.



Contractors paint and re-tile the lobby.

FOR IN-PERSON ASSISTANCE, SIGN UP FOR AN APPOINTMENT:



Visit bit.ly/2BPXWHA

OR



Call Customer Care Department at
661-947-4111

TRAFFIC ALERT!

A months-long pipeline replacement project at 25th Street East and Rancho Vista Boulevard (Avenue P) set to start in late June will require closing traffic to one way during parts of the construction. The impact will be on Rancho Vista Boulevard.

San Bernardino-based Kirtley Construction has been hired by Palmdale Water District (PWD) for this major project. The contractor will be removing 1,500 feet of double-dipped and wrapped ductile iron pipes from 1961 and replacing them with 16-inch ductile iron pipes.

"This project will address the issue of leaks we've had in the area for quite some time," PWD Engineering/Grant Manager Scott Rogers said. "It will have traffic impacts during construction with single lane alternating traffic control between 25th Street East and 30th Street East. The public should use alternative routes during the construction to avoid these delays. The water disruption will be minimal."



PWD Construction Crew working on 20th Street East and Rancho Vista Boulevard.



A similar monitoring well will be built for PWD.

MONITORING WELL TO BE BUILT AT RECHARGE SITE

As part of its Palmdale Regional Recharge and Recovery Project (PRGRRP), PWD is having a monitoring well constructed to determine how much water is extractable at the site. Knowing the amount of water will prove the effectiveness of the project that aims to meet PWD's water needs for the next 50 years.

The monitoring well will be built this summer by Upland-based Cascade Drilling at a cost of \$468,634. It will be 10 inches in diameter and 700 feet deep. Once the project moves to the construction phase of the groundwater recharge, the monitoring well will become a source for construction water.

PRGRRP is a groundwater banking resource that will take a blend of California State Water (SWP) Project water and Palmdale Water Reclamation Plant water and have it spread over a 160-acre multi-basin in the area south of East Avenue L and east of 100 Street East. The water will filter through the ground and replenish the natural aquifer below.

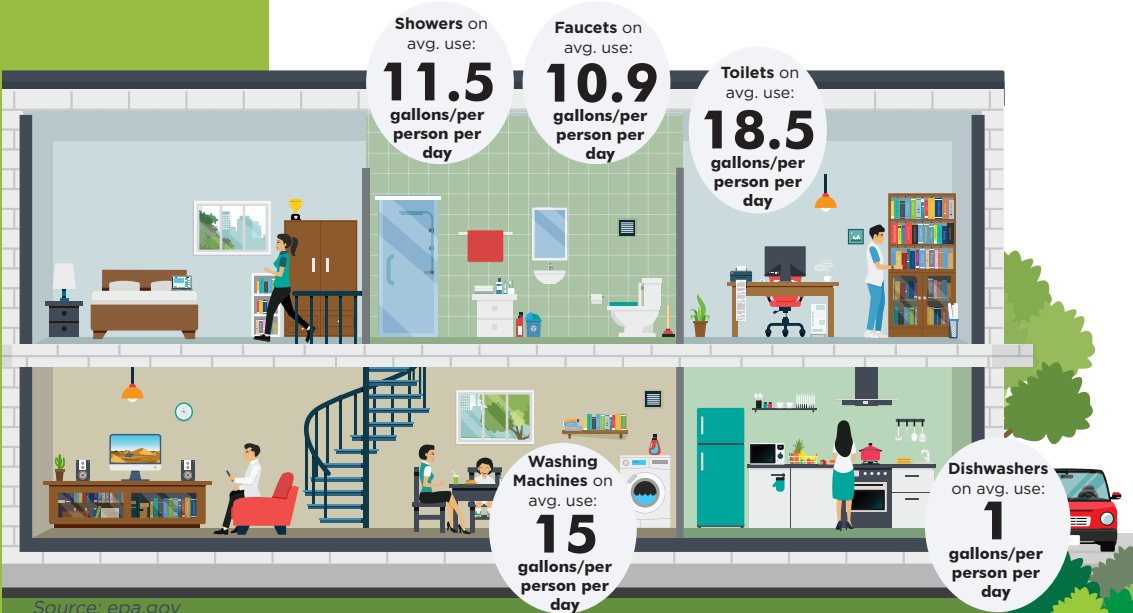
The project will give PWD a resilient water supply that will continue to be critical as drought becomes more common and water demands increase.

HOW TO USE WATER EFFICIENTLY IN YOUR HOME

Reduce water waste by:

- Installing low-flow toilets and showerheads.
- Replacing old toilets and washers with one that is labeled as High-Efficiency (HE), which on average, uses 30-50% less water.
- Limiting time spent in the shower to five minutes.
- Washing only full loads of dishes and laundry.

PWD has rebates available for customers. For more information, please visit bit.ly/2ZUzUTP.



Source: epa.gov



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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Adam Ly

Assistant General Manager, COO

Michael Williams

Finance Manager, CFO

The Pipeline is published by Palmdale Water District's Public Affairs Department.

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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.



Before



After

New 75K Grant to Assist Customers with Landscape Conversions

With the help of a \$75,000 matching grant from the U.S. Bureau of Reclamation, PWD is encouraging its customers to reduce outdoor water use by converting grass to xeriscape landscape. Homeowners interested in removing their lawns and replacing them with a water-saving landscape can get up to \$2,000 in cash rebates by completing the 2020 Water-wise Landscape Conversion Program. Customers must complete the application and receive approval from PWD before beginning work on a drought-tolerant landscape. For more information, visit bit.ly/2FNI4Hs or call 661-456-1001.



APPLY FOR VARIANCE INCREASE

Do you have more than four people living in your home? If so, you can increase your monthly water allowance to meet the essential water needs in the home. For more information, visit bit.ly/2LHz6Mu.



2019 CONSUMER CONFIDENCE REPORT NOW AVAILABLE

To view the CCR on our website, visit bit.ly/2rLxw4M. Customers can request a hard copy to be mailed by contacting the Customer Care Dept. at 661-947-4111.



RECEIVE A VIRTUAL WATER SURVEY

Want to find out if you are using water wisely during this global pandemic? Set up a virtual meeting with a member of the Water-Use Efficiency team for assistance. For information, please visit bit.ly/2UK1Qir.

