



**PALMDALE WATER DISTRICT**

A CENTURY OF SERVICE

## **PRESS RELEASE**

Contact:

**Judy Shay**

*Public Affairs Director*

d: 661-456-1041

c: 661-297-3011

[jshay@palmdalewater.org](mailto:jshay@palmdalewater.org)

**Laura Gallegos**

*Public Affairs Specialist*

d: 661-441-5944

c: 661-208-2581

[lgallegos@palmdalewater.org](mailto:lgallegos@palmdalewater.org)

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**FOR IMMEDIATE RELEASE**

# **PWD RECOMMENDS OTHER PAYMENT OPTIONS & APPOINTMENTS TO LIMIT LOBBY TRAFFIC**

*Palmdale, CA* – Due to concerns for the health of its customers, employees and community during the COVID-19 (coronavirus) pandemic, Palmdale Water District (PWD) is limiting access to its lobby at any given time to help prevent the spread of the disease.

Customers are encouraged to pay their water bills online, by telephone, by mail, or by exterior drop-box options. Off-site payments can also be made at 7-Eleven, Family Dollar or ACE Cash Express locations. Those who need assistance with stopping or starting their water service may also make requests online without visiting the office. For more information, customers can visit [www.palmdalewater.org](http://www.palmdalewater.org) or call Customer Care at 661-947-4111.

“During these unprecedented times, we are forced to find ways of continuing service to our customers while implementing social distancing

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to prevent the community spread of the coronavirus,” said General Manager Dennis D.

LaMoreaux. “We want to be available for customers who have no other option, so we are requesting that all customers who can take advantage of other payment options do so rather than coming to the office.”

Individuals who have business with the PWD Engineering Department or the Water-use Efficiency Team are now required to make appointments. For Engineering, please call 661-456-1023 or 661-456-1009. For Water-Use Efficiency, please call 661-456-1001.

Those who must visit the office should know that all safety precautions are being taken. PWD has been sanitizing all work areas and the lobby and have required sick employees to stay home to help maintain a clean and safe environment. All events and meetings with outside personnel have been canceled.

The Leslie O. Carter Water Treatment Plant continues to operate as scheduled. All maintenance to ensure the distribution of high-quality water to customers remain unchanged.

“I want to reassure our ratepayers that our water is safe and not threatened by the coronavirus,” LaMoreaux said. “Our disinfection process tackles virus issues such as this. There is no need to stock up on bottled water. We deliver safe, clean water to your faucets.”

Since 1918, the Palmdale Water District has provided high-quality water at a reasonable cost. We pride ourselves on providing 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. For more information about PWD, visit [www.palmdalewater.org](http://www.palmdalewater.org).