



**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)

June 24, 2021

**FOR IMMEDIATE RELEASE**

## **PWD LOBBY TO REOPEN FOR FULL SERVICE ON JULY 12**

*Palmdale, CA* – Palmdale Water District (PWD) will reopen its lobby and offer all services to customers starting Monday, July 12.

For the past 15 months, the lobby has been closed to the public to protect the health and safety of staff and customers during the COVID-19 pandemic. The only exception was for customers who made appointments for in-person visits to handle business that was difficult to do online or by phone.

“Our customers have been extremely understanding and patient, and we thank them for that,” said General Manager Dennis D. LaMoreaux. “We are pleased to be able to completely open and offer all of our services in person. I am personally excited to see our customers back in our lobby.”

To continue keeping everyone safe, customers who are not vaccinated are asked to put on a mask before entering PWD’s lobby. During the closure, adjustments were made to the lobby to meet safety measures. Chairs are gone, plexiglass barriers divide counter windows, and floor graphics make

(more)

for easy social distancing. The front doors are now one way in and one way out.

Although payments can once again be made in the lobby, customers are urged to continue paying their bills the same way they have during the pandemic closure. Bills can be paid by phone, online, mail, drop-box, and at 7-Eleven and Family Dollar stores, which takes cash.

Customers needing assistance can call the Customer Care Department at 661-947-4111. PWD's lobby hours are 8 a.m. to 6 p.m. Monday through Thursday. It is located at 2029 East Avenue Q in Palmdale.

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).

###