



Continued Conservation & Rain Needed to Avoid Mandatory Restrictions in Spring

With all signs pointing to a third-dry winter, Palmdale Water District (PWD) customers may be facing mandatory conservation guidelines that limit outdoor watering days and add drought surcharges that could increase some water bills.

PWD may have to enact the mandatory phase of its Stage 2 Water Shortage Contingency Plan (WSCP) by May if customers do not voluntarily conserve 15% compared to 2020 and if the Northern Sierra does not receive a good amount of rain in March and April.

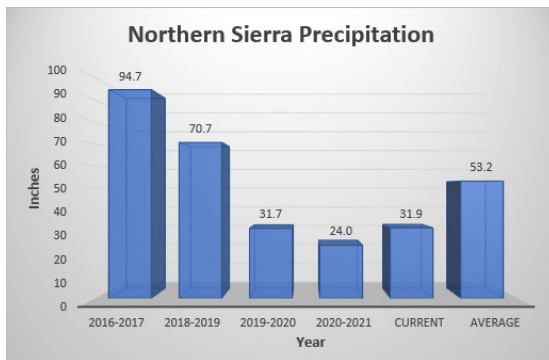
The average precipitation in the Northern Sierra Nevada is about nine inches for each of the months of January and February. This past January, the area recorded 1.3 inches followed by 0.4 inches in February.

“We started the rainy season in October and December doing great,” said PWD Resource and Analytics Director Peter Thompson Jr. “But we’re having a really bad finish. We really need people to do their best to conserve, and we need a good soaking in the Northern Sierra during March and April. If not, mandatory restrictions are very likely.”

In June 2021, the District enacted the voluntary phase of Stage 2 of its WSCP,

which recommended customers reduce water use by restricting their outdoor watering days to three days a week between 6 p.m. and 10 a.m. If and when the mandatory phase is adopted by the PWD Board of Directors, violators of the restrictions could be fined. In addition, the mandatory phase would include a drought surcharge added to some customers’ bills.

The last time the District enforced mandatory conservation rules was in 2015-16. Customers responded by reducing water use by 28%.



PWD receives its water from three sources – the State Water Project, Littlerock Dam and groundwater. Due to the continuing statewide drought, the State Water Project has notified State Water Contractors, including PWD,

that only 15% of their annual allocation will be given. And that number could change if rain remains elusive.

“We are going to be short about 2,000 acre-feet of water this year,” Thompson said. “We can only close that gap if our customers diligently conserve and if we get a lot of rain. If not, we will have to purchase expensive water from other agencies.”

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CALENDAR

Board Meetings

Mondays @ 6 p.m.
Via Teleconference Until Further Notice
Info Available on Board Agenda
March 14 & 28
April 11 & 25
May 9 & 23
June 13 & 27

EVENTS

Let’s Talk H2O! with PWD Water Supply 2022

10 a.m.
Thursday, March 24
Lake Palmdale

Water-Wise Workshop: Gardening in the Desert

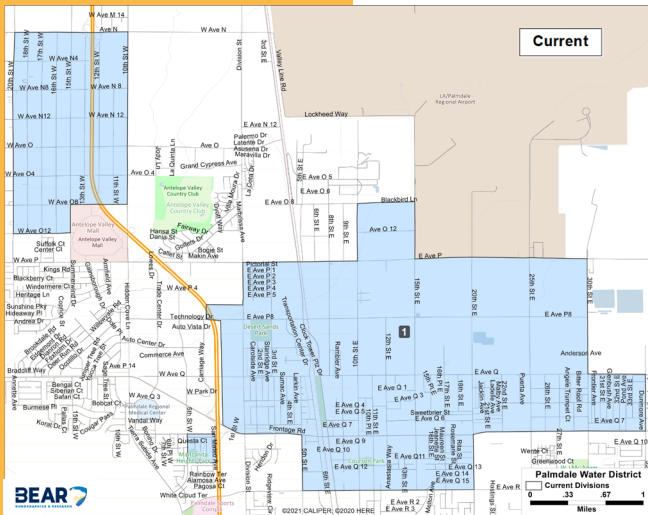
5 p.m.
Tuesday, April 5
PWD Board Room
2029 E. Avenue Q

PWD CLOSURE

May 30
Memorial Day

SCAM ALERT: PWD will never call customers to collect payments. If you have questions about your bill, contact our Customer Care Reps at 661-947-4111.

Attention: This publication is available in Spanish on our website at palmdalewater.org.
Atención: Esta publicación está disponible en español en nuestro sitio web en palmdalewater.org.



Division 1 in blue

Applications for Division 1 Director's Seat Accepted Starting March 15

PWD will begin advertising for the opening of the District's Division 1 director's position after the final public hearing on redistricting is held March 14. The seat, vacated on March 1, will be filled by appointment by the Board of Directors in April.

Applicants must reside in Division 1, which roughly borders Avenue P to the north, Avenue R to the south, 35th Street to the east and Highway 14 to the west, and between 10th and 20th Streets West from Avenue N on the north to Avenue O-12 on the south. The final boundaries for the five divisions will be available after March 14.

The appointee will serve until December 2024, the remainder of the vacated term.

For more information on how to apply for the position, visit www.palmdalewater.org after March 15.

Water Augmentation Program Moving Forward

A year after exploring the idea of using treated recycled water through water augmentation for future water supply, Palmdale Water District (PWD) has progressed to hiring a firm to assist in the implementation of the Palmdale Regional Water Augmentation Program (PRWAP).

The PWD Board of Directors directed staff to start negotiating a fee and execute a contract with Stantec Consulting Services Inc. The two other firms that also submitted proposals were Hazen and Sawyer and Woodard & Curran. Each company was interviewed and evaluated for its approach, staff, and ability to complete the work on schedule and on budget.

"PWD is excited to start working on the project to move it forward, and Stantec has the experience and staff to ensure the success of the project," said PWD Engineering Manager Scott Rogers.

The program includes the construction of an advanced purification facility that runs recycled water through micro-filtration and



reverse osmosis filters and ultraviolet light with advanced oxidation. The system would remove 99.99% of bacteria, viruses, and ions (like salt). The final step would be to add chlorine for disinfection. The PRWAP is estimated to cost \$75 million to \$100 million.

The program manager will be responsible for assisting District staff over the next five years with the implementation of the program by managing the project, program implementation and risk assessment, evaluating alternative delivery options, performing groundwater modeling, designing the demonstration facility, developing construction cost estimates, assisting with outreach, performing environmental and regulatory permitting, preparing the alternative delivery documents, and preparing both grant and loan applications with state and federal funding programs.



Replacing Water Mains in East Palmdale

The 1.5-mile water main replacement in the areas of Division Street, Carolside Avenue, 2nd Street East, 3rd Street East, Standridge Avenue and Avenue P-12 will be completed in April. The \$2-million project replaces the area's pipes that date back to the 1950s and will allow for better water service to customers. We thank the community for everyone's patience and understanding during the construction.

Water Shutoffs Resumed for Unpaid Bills

After a two-year moratorium due to the COVID-19 pandemic, PWD has started shutting off water to properties that have unpaid bills. Customers with delinquent bills and high balances can now apply for PWD's COVID-19 Special Payment Arrangement (SPA). If approved, the first installment will be due at the time SPA is set up and every month thereafter. All current bill charges also must be paid on time. Here are some frequently asked questions:



COVID-19 Special Payment Arrangement Q&A

1. What do I need to do to set up a SPA?

The arrangement can be made by calling our Customer Service Reps at 661-947-4111 during regular business hours Monday-Thursday from 8 a.m.-6 p.m., or fill out the form online at www.palmdalewater.org. You will need the last four digits of the account holder's Social Security number and make the first installment and current bill payment.

2. Can I pay less than the SPA amount?

No, the amount was calculated based on the amount due and is the lowest set amount for the balance.

3. If my SPA is approved, will the lien on my property be released?

No, only payment in full for the delinquent amount will release the lien.

4. What happens if my SPA payment is late?

The SPA will be canceled, and the account will be subject to disconnection.

5. Will the SPA prevent a water disconnection?

If payments are made on time, there will be no disconnection.

6. Can a tenant set up a SPA?

Yes, a tenant can set up a SPA as long as the property owner completes the authorization form.



FREE EVENTS

Let's Talk H2O! with PWD Water Supply 2022

10 a.m. Thursday, March 24
Lake Palmdale

PWD Resource and Analytics Director Peter Thompson Jr. will give an update on the water supply for 2022 and how mandatory conservation guidelines may be required to combat a third straight year of dry conditions. To sign up, go to <https://bit.ly/3vCkMw2>.



Water-Wise Workshop: Gardening in the Desert

5 p.m. Tuesday, April 5
PWD Board Room, 2029 E. Avenue Q

Join our Water-Use Efficiency staff and a special gardening expert to learn about how to grow and maintain a beautiful garden in the Antelope Valley. To sign up, go to <https://bit.ly/35hWkpb>.

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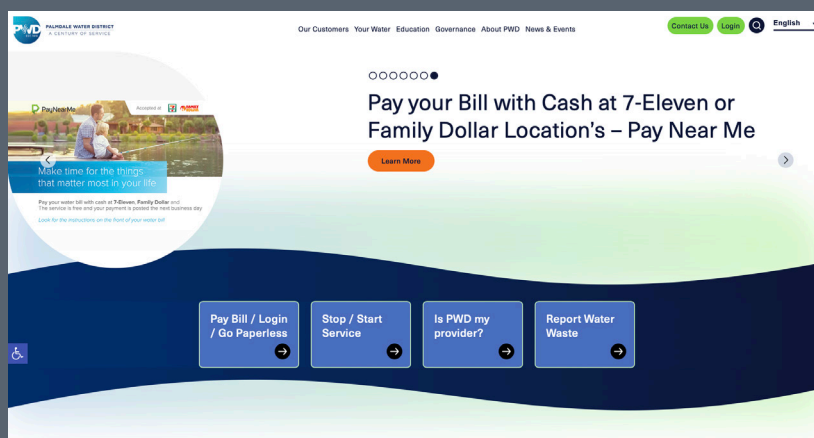
According to Thompson, purchased water in 2021 was about \$600 to \$1,000 per acre-foot. This year will be even more expensive. In 2017 when everyone had plenty of water, it cost about \$150 per acre-foot.

One acre foot of water equals 326,000 gallons. A family of four in Palmdale uses about 190,000 gallons of water annually.

"We are really looking to our customers to cut back on outdoor watering and do what they can to conserve as much water as possible," Thompson said. "Our goal is to save our customers money by not having to buy extra water in a drought year. It's very costly."

New PWD Website!

We are pleased to announce that we have a new website that is modern, informative and user friendly. Check it out at www.palmdalewater.org. Share your thoughts with us by emailing pio@palmdalewater.org.





Variance Request for Increased Water Allocation Available

If your household has more than four people, you may apply for an increase in the amount of water allocated to your single-family account. Customers may receive an additional 55 gallons per person per day beyond the default of four people. For more information or to apply, visit our website at www.palmdalewater.org.



SCHEDULE A FREE RESIDENTIAL WATER SURVEY

Want to know if you're using water efficiently at home? PWD offers a Residential Water Survey program to help residential customers identify leaks and irrigation issues. To schedule a free survey, call 661-456-1001 or visit www.palmdalewater.org.



CONTACT US!

CUSTOMER CARE: 661-947-4111
EMERGENCY LINE: 661-947-4114
FAX: 661-947-8604
WATER-USE EFFICIENCY: 661-947-4111 Ext. 5002

PAY YOUR BILL BY PHONE 24/7:
855-498-9969
PAY ONLINE:
PALMDALEWATER.ORG

PAY NEAR ME: PAY WITH CASH AT ANY 7-ELEVEN OR FAMILY DOLLAR LOCATION WITH YOUR PWD STATEMENT.

2029 E. AVENUE Q
PALMDALE, CA 93550



WANTED:

Water Super Heroes for 2022 Earth Day Poster Contest

In celebration of Earth Day, we want young water super heroes to submit posters that show how they are water heroes by conserving water for the future.

- The poster must be at least 8 1/2 x 11 inches in size & include the artist's name, grade, teacher & school.
- Artwork should include a creative title, ways you conserve water, how you are a water hero & a brief message about the importance of Earth Day. Be creative!
- One entry per student. All entries due at PWD no later than 4 p.m. April 18, 2022.
- Entries will be judged on creativity, completeness & neatness.

- First, 2nd & 3rd place prizes will be awarded to individual students and teachers in each grade group (K-2, 3-4, 5-6 & 7-8).
- Submit entries online to water_conservation@palmdalewater.org & include teacher's name, school, grade level & school phone number in email.
- Only schools within PWD's service boundaries are eligible to participate. Notification letters of winning entries will be mailed to schools by April 20. All entries become the property of PWD.

For more information, please contact Water-Use Efficiency Specialist Robert Rosati at 661-441-5943.

Children's Springfest & Egg Hunt
Sat. April 9, 10 am-2 pm
Free Egg Hunt & Activities for kids ages 2-12
Fun Zone wristband for attractions available for purchase. Food trucks and more!

2723 Rancho Vista Blvd. www.PalmdaleAmphitheater.com

*Ad provided by the City of Palmdale.

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EDITOR/WRITER
Judy Shay, Public Affairs Director

DESIGNER
Michael Suorsa, Suorsa Design



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.