



**PALMDALE WATER DISTRICT**

A CENTURY OF SERVICE

# PRESS RELEASE

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FOR IMMEDIATE RELEASE

## VIRTUAL WATER SURVEYS AVAILABLE FOR PWD CUSTOMERS

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*Palmdale, CA* – Palmdale Water District (PWD) customers can now receive web-based assistance from a Water-Use Efficiency Specialist to ensure they are using water efficiently during the COVID-19 pandemic.

The free Virtual Water Survey program is available to PWD property owners and tenants who want help identifying leaks and irrigation issues at their residences. A Water-Use Efficiency Specialist will assist customers over the phone, or with the use of FaceTime or Zoom app to review options for reducing water use and to check for possible issues with faucets, showers, toilets and water heaters in their homes.

“We want to continue to assist our customers in any way we can, even though we can’t be physically present because of social distancing,” Resource and Analytics Supervisor Claudia Bolanos said. “The Virtual Water Survey is a way for us to give tailored tips on how our customers can save water, check for leaks, and adjust their irrigation system, especially now

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that they are spending more time at home.”

Customers who want a water survey can submit an interest card on the PWD website at [palmdalewater.org](http://palmdalewater.org) or call the Water-Use Efficiency Team at 661-456-1001 to set up a virtual appointment.

“The Residential Water Survey was started in 2018 as a means to provide customer care and water efficiency expertise to help our customers reduce their water use,” Resource and Analytics Director Peter Thompson Jr. said. “We have seen customers benefit from the program since its trial run and have now adapted the survey to suit our current situation during the pandemic.”

During the Safer-at-Home order, PWD employees continue to work to carry on our mission to serve our customers. Our work is considered essential service by the government, so we are testing water, fixing pipes, checking meters, processing payments and doing everything to keep the District running. Customers should be assured that PWD’s water is clean, safe and plentiful.

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).

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