



REPORT WATER WASTE

See water running down the street? Please call our hotline at 661-456-1099 to report leaks or water waste.



LET'S TALK H2O! WITH PWD OUR WATER SUPPLY

10 a.m. JULY 8 LAKE PALMDALE

Learn about the current water supply from Resource and Analytics Director Peter Thompson Jr. To register for the event, visit <https://seam.ly/BUUnb8jzw>. Limited capacity.



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**



Become a PWD Water Ambassador!

The Water Ambassadors Academy gives interested community members the opportunity to learn in-depth about PWD's history, infrastructure, facilities, water sources, and future projects.

**Sign up for the 2021 Water Ambassadors Academy
Sessions 1-3, 5:30-7:30 p.m., Wednesdays, Oct. 6, 13 & 20
Session 4, 9 a.m.-1 p.m., Saturday, Oct. 23**

The goal of this program is to engage and educate a diverse network of individuals in the community so that more people will become familiar with PWD and water-related issues. The three-week program is FREE.

For more information or to sign up, please contact Public Affairs Specialist Laura Gallegos at lgallegos@palmdalewater.org or 661-441-5944.

*Ad provided by the City of Palmdale.



**If you light it,
we'll write it.**

**Illegal fireworks
fines \$2,500+**

www.CityofPalmdale.org/fireworks



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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.



the PIPELINE

Palmdale Water District

SUMMER 2021 | VOLUME 7 ISSUE 2



Littlerock Reservoir

**PWD CUSTOMERS URGED TO USE WATER WISELY
AS STATE REMAINS PARCHED FROM DRY WINTERS**

Limiting showers to five minutes or less, washing full loads of laundry and not overwatering outdoor landscape are just a few ways Palmdale Water District (PWD) customers can help conserve water at a time when drought conditions are being felt throughout California.

With two consecutive winters that produced minimal rain and snow, there is a critical need for conservation. It is even more important this year due to increased usage from people who are staying home because of the pandemic. To urge customers to use 15% less water at their homes and businesses, PWD has adopted Stage 1 of its 2015 Water Shortage Contingency Plan (WSCP). As part of Stage 1 of the WSCP, PWD is increasing conservation outreach, enforcing water-waste rules, alerting high water users and emphasizing rebate programs that can help customers.

"The water supply for this year is expected to be just enough to meet the demands of the nearly 117,000 people we serve," said PWD General Manager Dennis D. LaMoreaux. "But we must plan for the future. We need everyone to help by cutting back."

PWD's water supply comes from three sources – the State Water Project, Littlerock Reservoir and groundwater wells. Due to dry conditions, water from the state has been limited to only 5%, or 1,065 acre-feet, of the annual 21,300 acre-feet allocation. Also, supply from Littlerock Reservoir is limited due to the lack of rain and runoff from the San Gabriel Mountains.

As required by state law, the Board of Directors in mid-June will consider adopting the 2020 WSCP, which has more stringent guidelines than the plan adopted in 2015. The current 15% reduction would fall into Stage 2 of the new WSCP, which would make reductions mandatory rather than voluntary and kick-start the implementation of a drought factor. The drought factor reduces the Tier 2 outdoor allocation to 85% of normal. Water use that exceeds Tier 2 will fall into the more costly Tiers 3-5.

Conserving 15% would save roughly 2,000 acre-feet of water for the District and its customers. One acre-foot of water is equal to 326,000 gallons. A family of four uses an average of 190,000 gallons of water annually, or 520 gallons every day. Reducing usage by 15% would mean cutting back just 78 gallons per family per day. One easy way to meet that conservation goal is to fix a leaky toilet, which can waste up to 200 gallons daily.

The water saved by your conservation will be stored in Lake Palmdale and the State Water Project for use in 2022. This saved water will be extremely important if the drought conditions continue into next year. We thank you for using water wisely and helping Save Water Today for Our Tomorrow.

Attached to this newsletter is a flier with more information about ways you and your family can save water and save money. For PWD updates, go to our website at palmdalewater.org or follow us on Facebook at @palmdaleh2o and Twitter at @PalmdaleH2O.

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CALENDAR

PWD Lobby

Open Monday-Thursday for appointments only. For updates, check PWD website at palmdalewater.org.

Board Meetings

Mondays @ 6 p.m.
Via Teleconference Until Further Notice
Info Available on Board Agenda
June 14 & 28
July 12 & 26
August 9 & 23
Sept. 13 & 27

PWD Holiday Closures

July 5, Independence Day
Sept. 6, Labor Day

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

Atención: Esta publicación está disponible en español en nuestro sitio web en palmdalewater.org. Para obtener una copia impresa en español, llame al 661-947-4111.

2021 WATER SUPPLY FAQ

Frequently asked questions about PWD's water supply in a year with extremely dry conditions:

1. Does PWD have long-term plans to combat water shortages?

Planning for water shortages and future water demands is a responsibility PWD takes on during its day-to-day operations regardless of current water situations. We cannot control the weather, so we have planned for dry years by securing water through exchange agreements with other water districts. Infrastructure is important for water reliability, and PWD constantly maintains our well sites to ensure the accessibility of groundwater. In addition, we will continue removing sediment from Littlerock Reservoir to increase capacity and are investing in groundwater recharge projects. Part of our long-term plan includes educating, encouraging and joining our customers in conserving water each and every day.

2. Does PWD have enough water for its customers this year?

PWD is using all of its resources to ensure that there will be

enough water for customers this year. The current water demand estimates indicate that there will be a sufficient supply from both surface water and groundwater for 2021. Since supply figures can fluctuate, customers are always encouraged to conserve.

3. How has PWD prepared for a drought?

To prepare for a possible drought, PWD has engaged in programs that saved previous year's State Water Project water for use in dry years like 2021. PWD has also activated its Drought Management Task Force. The team's objectives are to ensure that there will be enough water for customers, encourage increased conservation, share drought messages and adapt to state-mandated actions. Also, by enacting Stage 1 of the WSCP, we are taking a proactive approach.

For a complete list of Water Supply FAQ, visit <https://bit.ly/FAQWaterSupply>.

Water-Saving Rebates



Buy a high-efficiency (HE) clothes washer. It uses less water and reduces energy costs by 50%. PWD offers up to \$150 in rebates.



Install a weather-based irrigation controller and receive a rebate of up to \$150.



\$4 account credit available for each sprinkler retrofitted with an HE/MP rotator nozzle.



HE toilets and dual flush toilets save up to 15 gallons of water each day. Receive a \$100 credit rebate for each toilet.

FOR DETAILS ABOUT REBATES, VISIT PALMDALEWATER.ORG

Water Management & Water Shortage Plans to Go Before Board



At its regular meeting on June 14, the PWD Board of Directors will vote on adopting the 2020 Urban Water Management Plan (UWMP), updates to the 2015 UWMP, and the 2020 Water Shortage Contingency Plan (WSCP).

They detail PWD's planning for future water supply and describe how conservation efforts will be implemented.

As an urban water supplier, the District

is required by the state of California's Urban Water Management Planning Act to prepare and adopt an UWMP at least every five years. The UWMP serves as a planning document for evaluating and comparing PWD's water supply and reliability to its existing and projected demands.

The various requirements by the UWMP Act include:

- Water supply planning in five-year increments over a 20-year period. (PWD's plan spans 25 years to 2045.)

- Identifying and quantifying existing and projected water supplies and water supply opportunities, including recycled water, for existing and future demands, in normal, single-dry and multiple-dry years.
- Implementing conservation and efficient use of urban water supplies.

The drafts of the plans can be found on PWD's website at palmdalewater.org. If adopted by the Board, the plans will be implemented on July 1, 2021.

2020 PWD Consumer Confidence Report (2021 Update) Available Online Starting July 1, 2021

The Consumer Confidence Report is used to inform our customers about the quality of our water. We are proud to report that our water met or surpassed all federal and state drinking water standards in 2020.

Starting July 1, you can access the report electronically by using the link provided or by scanning the QR code. For a hard copy, please call 661-947-4111.

LINK TO REPORT: http://www.palmdalewater.org/wp-content/uploads/2021/04/CCR_2020.pdf

Attention landlords, businesses, schools, and other groups: Please share this information with tenants, students, and other water users at your location who are not directly billed customers of Palmdale Water District.

SCAN ME

PUBLIC MEETINGS FEATURING HAZARD MITIGATION PLAN SCHEDULED FOR SUMMER

Palmdale Water District will hold public meetings on July 28 and August 26 to give the community the opportunity to learn about updates to its Hazard Mitigation Plan (HMP). The initial meeting will introduce the draft and be open for public input. The final plan will be presented at the latter meeting.

The HMP evaluates the threats posed by natural disasters, such as earthquakes, dam failures and extreme weather, and establishes PWD strategies for managing those risks. The plan will allow PWD to receive federal and state hazard mitigation grants and disaster relief funds.

A survey was conducted in May to collect information from the community about concerns related to naturally occurring water hazards and about individual emergency preparedness. Results from the survey are being incorporated into the HMP.

SAVE THE DATE:

DRAFT Hazard Mitigation Plan Presentation (Virtual)
July 28, 2021

6-7 p.m.

Sign up at <https://bit.ly/3fJ2lla>

FINAL Hazard Mitigation Plan Presentation (Virtual and In-Person)
August 26, 2021

3-4 p.m.

Sign up at <https://bit.ly/3wNxzt1>

APPLY FOR THE CALIFORNIA COVID-19 RENT/ UTILITY RELIEF

Eligible renters/landlords may receive assistance for unpaid utilities and future utility payments. Unpaid utilities from April 1, 2020 through March 31, 2021 will be 100% compensated for up to 12 months. Applications must include all required information, along with necessary verification items. Once an application has been successfully processed, both the landlord and renter will be notified about the application status. The CA COVID-19 Rent Relief program will accept applications on an ongoing basis.

Palmdale Water District is not affiliated with the CA COVID-19 Rent Relief Program. Information is from the state of California.



To apply, visit https://housing.ca.gov/covid_rr/ or scan the code above.