



## OPPORTUNITIES FOR CONTRACTORS AT PWD

Want to do business with PWD? PWD is committed to maintaining a fair and open purchasing process for both the District and its vendors. Visit our website at [palmdalewater.org](http://palmdalewater.org) to view current requests for proposals.



## PLEASE REPORT WATER WASTE

See water running down the street? Please call our hotline at 661-456-1099 to report leaks or water waste. Together, we can conserve 15% or more.



## 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](http://PALMDALEWATER.ORG)

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

2029 E. AVENUE G  
PALMDALE, CA 93550

## PWD Customers Urged to Keep Accounts Current, Moratorium Ends Sept. 30

With the California water shutoff moratorium expiring, Palmdale Water District is encouraging more than 1,500 of its account holders to pay their delinquent bills that have totaled over \$900,000.

Since the start of the moratorium in April 2020 due to the COVID-19 pandemic, PWD has not turned off water to any customers regardless of the amount owed on the accounts. That protection will end on Sept. 30. Customers with high balances are encouraged to take advantage of PWD's payment plan before shutoffs begin.

Customers needing assistance with their outstanding bills or with setting up a payment plan can call the Customer Care Department at 661-947-4111. PWD's lobby is now open for all services Mon.-Thurs. 8 a.m.-6 p.m.

## Rent and Utility Assistance

Apply Now: [HousingIsKey.com](http://HousingIsKey.com) or  
833-430-2122.

CA COVID-19  
RENT RELIEF

\*Ad provided by the City of Palmdale.



**SATURDAY  
OCT 9  
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**Adam Ly**  
Assistant General Manager/COO  
**Michael Williams**  
Finance Manager/CFO

The Pipeline is published by Palmdale Water District's Public Affairs Department.

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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

FALL 2021 | VOLUME 7 ISSUE 3



Littlerock Reservoir February 2020 (Full)



Littlerock Reservoir July 2021 (Dry)

## STAGE 2 OF WATER SHORTAGE PLAN ADOPTED, CONTINUED 15% CONSERVATION NEEDED

With the implementation of Stage 2 of the 2020 Water Shortage Contingency Plan (WSCP), Palmdale Water District (PWD) is asking customers to use water wisely and cut at least 15% from their normal usage.

Stage 2 of the plan went into effect in June and keeps conservation efforts voluntary. However, it gives PWD the ability to move into mandatory requirements and add a drought surcharge if deemed necessary. The addition of drought surcharges would make water more expensive.

"We need all of our customers to help by cutting back on the amount of water they use on a daily basis," PWD General Manager Dennis D. LaMoreaux said. "The dry, hot conditions, coupled with little to no rain these past two winters, have left us with extreme drought conditions. Together, we need to conserve 15% to be in a better position with our water supply next year."

As part of Stage 2 (Voluntary) of the WSCP, PWD encourages its customers to reduce their water use by restricting outdoor watering to three days a week between 6 p.m. and 10 a.m. A partial list of existing Water Waste Policy restrictions, which serve as reminders to help customers save water, are on page 2 of this newsletter.

If conservation becomes mandatory, landscape watering between 10 a.m. and 6 p.m. will be prohibited and outdoor watering will be limited to three days a week.

PWD began in early April urging residents to begin cutting back water use by 15%. Throughout the summer, radio ads, community banners, flyers and giveaways touted the message of Save Water Today for Our Tomorrow.

So far, water usage numbers from April through July compared to the same period in 2019 and 2020 have increased. During those four months this year, PWD's 126,000 customers used 6,722 acre-feet of water, an increase of 20% from the same period in 2019 and 13% in 2020. An acre-foot of water is equal to 326,000 gallons. A family of four uses an average of 190,000 gallons of water annually.

"We are beginning to see the curve bend a little," said PWD Resource and Analytics Director Peter Thompson Jr. "The water usage numbers dropped about 2% this past month (August) compared to the same time last year. We also have seen a rise in rebate applications. Those are both good signs that customers are responding to the current drought situation."

In recent weeks, there have been talks about possible mandatory water restrictions from the state, which has already asked for voluntary 15% conservation. If that occurs, the District will be required to enforce the conservation mandates.

PWD customers are asked to be conscientious of the amount of water they are using. More than ever, it is critical to cut 15% or more of usage to help with future water supply. Although it is expected that there will be enough water through this year, our water supply will be critically short in 2022 if the area experiences another dry winter, which experts are predicting may happen.

One way of the many ways you can personally help is by calling our hotline at 661-456-1099 when you see leaks or water waste in your neighborhood.

## IN THIS ISSUE:

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- Water Augmentation Page 3
- Report Water Waste Page 4

## CALENDAR

PWD Lobby is OPEN.

For updates, check PWD website at [palmdalewater.org](http://palmdalewater.org).

### Board Meetings

Mondays @ 6 p.m.  
Via Teleconference Until Further Notice  
Info Available on Board Agenda  
September 13 & 27  
October 11 & 25  
November 8 & 22  
December 13

### Water-Wise Workshop: Water-Saving Tips

Wednesday, Sept. 29  
10-11 a.m.

Chimbole Cultural Center  
38350 Sierra Hwy, Palmdale  
[seam.ly/ybVrtjw4](http://seam.ly/ybVrtjw4)

### PWD Holiday Closure

November 25, Thanksgiving

**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](http://palmdalewater.org). Para obtener una copia impresa en español, llame al 661-947-4111.

## LEAD AND COPPER TESTS SHOW COMPLIANCE

Palmdale Water District recently collected water samples from 50 residences in our service area to test for lead and copper. A third-party lab, Eurofins Eaton Analytical, tested the samples, and the results showed PWD is compliant and no further actions will be needed. The tests are conducted every three years to comply with the U.S. Environmental Protection Agency's Lead and Copper Rule. For more information on water quality results, please view the 2021 Consumer Confidence Report at <https://bit.ly/3gQyy5g>.



## Exploring Water Augmentation to Fully Use Recycled Water



Knowing that drought conditions will continue to plague California and dwindle water resources, PWD is hoping to fully utilize available recycled water for its future water supply by investing in a water augmentation through advanced treatment program and either groundwater injection or blending with local and imported surface water.

The Palmdale Regional Water Augmentation Program (PRWAP) is a priority project because it would use only tertiary water, commonly known as recycled water, and requires no supply from the State Water Project.

"This will allow us to solely use recycled water, which means it will give us local control of our water supply, it's drought resilient, and it reduces reliance on imported water," said PWD Engineering Manager Scott Rogers.

The augmentation program would require the construction of an advanced treatment plant that runs recycled water through micro-filtration filters, reverse osmosis filters, and ultraviolet light with advanced oxidation. The advanced water treatment system would remove 99.99% of bacteria, viruses, and ions (like salt). Chlorine would be added for disinfection as the last step.

The treated water would either be injected into the aquifer where water would eventually be removed from the aquifer through the existing wells or discharged into Lake Palmdale to be blended with local and imported surface water and run through PWD's treatment plant. This program would enable PWD to use the 5,325 acre-feet of recycled water that it is able to purchase annually from the Sanitation Districts of Los Angeles County No. 20 in Palmdale.

Based on the Antelope Valley Groundwater

Adjudication, PWD is entitled to pump approximately 8,000 acre-feet of water annually and any unused rights from prior years. With 22 wells currently, PWD's annual pumping capacity is roughly 12,000 acre-feet. With PRWAP, a minimum of two new injection wells would need to be built.

The PRWAP is estimated to cost between \$75 million and \$100 million and could happen in the next five or six years, depending on funding.

"As drought conditions worsen and imported water supply continues to be a challenge, the PRWAP will allow us to be resilient from drought and provide water needed by our current and future customers," Rogers said. "From a regional standpoint, it will help the water quality and health of the groundwater basin because we will be putting better quality water into a basin that can be used by a multitude of agencies."

## WATER WASTE RESTRICTIONS

- All indoor/outdoor water leaks must be repaired by the user within one week of discovery.
- Any water found running off property from outdoor watering is considered water waste and is subject to penalty. Penalties range from a warning to a \$1,000 fine.
- Outdoor watering is prohibited for 48 hours after measurable rainfall, and no watering is allowed when it is raining.
- No hose washing of hardscape surfaces (i.e., sidewalks, walkways, buildings, walls, patios, parking areas, etc.).
- Washing vehicles only with an automatic shutoff nozzle attached to the hose. (Commercial car washes that recycle water are recommended.)
- Serving water at food establishments only when requested by the patron.

A complete list of restrictions is available on our website at [palmdalewater.org](http://palmdalewater.org).

**PWD offers property owners cash rebates, up to \$2,000, to remove any grass and convert their front yards to a water-wise, drought-friendly, xeriscape landscape. Funding is limited, and applications will be processed in the order they are received. For more information, please call 661-456-1001.**

## CUSTOMER APPRECIATION CORNER



### CUSTOMER CHARLES BURNLEY

Save water by using water-saving gadgets. Senior Field Customer Care Rep Bob Wallace gave Charles a water-wise hose nozzle. Charles has been a PWD customer for more than 30 years!



### CONGRATS, FRED BUSS!

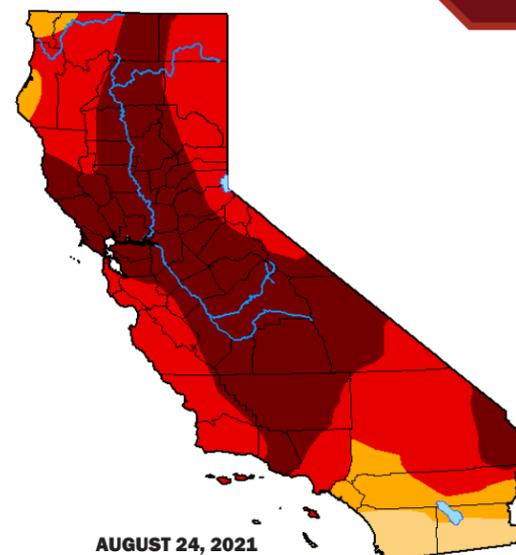
Customer Fred Buss won an emergency prep kit at the virtual Let's Talk H2O! with PWD Hazard Mitigation webinar. Fred has been a PWD customer for 30-plus years!



### THANK YOU, SHABD DARBARI!

Shabd won a smart irrigation controller at our Local Hazard Mitigation Plan final meeting, where he learned about how PWD is prepared to handle local hazards.

## CALIFORNIA'S QUICK DROUGHT FACTS



#### Intensity:

- None
- D0 Abnormally Dry
- D1 Moderate Drought
- D2 Severe Drought
- D3 Extreme Drought
- D4 Exceptional Drought

The Drought Monitor focuses on broad-scale conditions. Local conditions may vary. For more information on the Drought Monitor, go to <https://droughtmonitor.unl.edu/About.aspx>

#### Author:

Curtis Riganti  
National Drought Mitigation Center



[droughtmonitor.unl.edu](http://droughtmonitor.unl.edu)

**88% OF THE LAND IS IN "EXTREME" OR "EXCEPTIONAL" DROUGHT.**

\*Information from U.S Drought Monitor.

**IN AUGUST, THE STATE'S LARGEST LAKE, SHASTA LAKE, WAS JUST 31% FULL. THE SECOND LARGEST, LAKE OROVILLE, WAS 25% FULL.**

\*Information from CA Dept. of Water Resources.

**LESS RAIN AND SNOW FELL IN THE NORTHERN SIERRA THIS WINTER THAN IN ANY YEAR SINCE 1976-77.**

\*Information from CA Dept. of Water Resources.