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Amberrose Merino, *Division 1*

Don Wilson, *Division 2*

Gloria Dizmang, *Division 3*

Kathy Mac Laren-Gomez, *Division 4*

Vincent Dino, *Division 5*

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Dennis D. LaMoreaux
General Manager, CEO

Adam Ly
Assistant General Manager, COO

Michael Williams
Finance Manager, CFO

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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.

VIRTUAL WATER EDUCATION CLASSES AVAILABLE



Palmdale School District teachers, call now to schedule your virtual classroom presentation.

As we remain focused on keeping our customers, staff, and community safe, Palmdale Water District is pleased to announce our new Virtual Water Awareness Education Program. Our instructors will provide the same great content but in a condensed format. Classes will focus on the topic for 30 minutes, followed by a question and answer session at the end.

Grade 2 A Fun Water Cycle Lesson: Water Is Never New
Grades 3-4 The Journey of PWD's Water and Local Water Sources
Grades 5-6 How Pollution Affects Our Water Supply
Grades 7-8 How Is Water Treated?

Presentations are limited to schools within PWD service boundaries.

To schedule a presentation, please contact Water-Use Efficiency Specialist Robert Rosati at 661-441-5943.



REBATES AVAILABLE

Purchase a low-flow toilet, water-efficient washing machine, or weather-based irrigation controller and earn a credit rebate towards your PWD account. All devices from the socalwatersmart.com Qualifying Products Lists are eligible. Applicants must be PWD customers & current account holders. Visit http://bit.ly/2ZUzUTP.



PREVENT FROZEN WATER PIPES

When temperatures drop, your water pipes are at risk of freezing. If you have pipes in an unheated garage or outdoors, make sure you wrap the water pipes so they don't burst.



LANDSCAPE CONVERSION PROGRAM EXTENDED

Thinking about making your outdoor landscape water-wise? PWD is offering property owners cash rebates to remove any grass and/or convert their front yards to water-wise, drought-friendly landscapes. For more information, visit http://bit.ly/2FNl4Hs.



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Palmdale Water District

Winter 2020

the PIPELINE

Volume 6 Issue 4



Renewable Energy to Help PWD During Power Shutoffs, Reduce Electrical Costs

Committed to using more renewable energy, Palmdale Water District (PWD) will install Tesla batteries as backup power and convert excess wind turbine energy to stored hydrogen starting in 2021.

The primary purpose of the Tesla batteries is to provide electricity to water boosters so that water supplies to customer are not affected during power shutoffs by Southern California Edison (SCE). Two grants totaling $1.5 million for the batteries have been awarded to PWD from the California Public Utilities Commission's Self-Generation Incentive Program (SGIP).

The two sites chosen for the batteries are the underground booster at El Camino Drive and Lakeview Drive and the Well 5 booster at Barrel Springs Road. Costs are $628,000 and $884,000, respectively. The grants were awarded based on Palmdale being prone to fires and its classification as being a disadvantaged community.

The batteries operate on a 200 milli-second time frame, kicking on when power from SCE goes off. They recharge once power returns. Allowing for installation and minimal training, the batteries are expected to be ready for operation in the summer. Tesla is scheduled to manage them for five years, according to PWD Assistant GM Adam Ly.

"We are introducing new technology to prepare for these power outages that are becoming more common," Ly explained. "This will alleviate some of the concerns customers may have about power outages affecting their ability to get water."

The second renewable energy program involves PWD's wind turbine, a Palmdale landmark since 2004 when it was installed to generate electricity for the Leslie O. Carter Water Treatment Plant. Each day, the treatment plant uses an average of 5,000 kilowatts per hour (kWh). The turbine, which was the District's first foray into renewable energy, is now being tapped by Dash2Energy to turn excess turbine power to hydrogen, stored, then reverted back to electrical energy when needed.

The agreement with Dash2Energy is through the end of 2023. PWD will receive a total of $75,000 to host the project and will be compensated for the energy that the company uses from the hydrogen. This project is scheduled to be operating by early summer.

"ACWA (Association of California Water Agencies) member agencies throughout the state have long recognized the need for leadership within the water-energy nexus," said ACWA Regulatory Advocate Nick Blair, who specializes in energy regulatory matters.

(Continued on page 3)

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CALENDAR

PWD Closures

Holiday Closure
Monday, Dec. 21 - 24
Martin Luther King Jr. Day
Monday, Jan. 18
Presidents Day
Monday, Feb. 15

Board Meetings

Mondays @ 6 p.m.
Via Teleconference Until Further Notice
Info available on Board Agenda
December 14
January 11 & 25
February 8 & 22
March 8 & 22

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 661-441-5944.**

Attention: **This publication is available in Spanish on our website at palmdalewater.org. For a hard copy in Spanish, call 661-441-5944.**



A Look At 2020

Like for many people, 2020 has been a challenging year for Palmdale Water District. The COVID-19 pandemic caused disruptions to normal operations and negatively impacted finances. Even with state Stay-at-Home mandates, our staff of 87 continued to work as critical infrastructure workers to provide high-quality water to nearly 117,000 people in our service area. In fact, much was accomplished while we wore masks, socially distanced, washed and sanitized our hands constantly, and held meetings virtually. Here are highlights:





- Assisted about 38,600 customers by phone and 10,400 in the lobby, and completed nearly 20,000 work orders.
- Administered COVID-19 Safety Protocols.
- Refinanced outstanding bonds at a savings of about $113,000 in annual interest costs.
- Completed water main replacements at Avenue P and 25th Street East and at Avenue V and 5th Street East.
- Refurbished 550 fire hydrants, 175 air vacuum valves and six remote site exterior buildings, and exercised 2,000 valves.
- 13,376 acre-feet of water were treated at the Leslie O. Carter Water Treatment Plant.
- Protected PWD from cyber attacks with continuous training.
- Received Award of Excellence for Community Relations from the Public Relations Society of America - Los Angeles.



BEFORE AFTER



P.A.C.E. AWARD WINNER FOR 2020

MIKE CHILDS, Maintenance Worker



At 6 feet 5 inches tall, Mike Childs usually stands out for being the tallest person in the room. This year, he also stood out as the employee of the year by earning the top 2020 PWD P.A.C.E. Award, which represents Pride, Achievement, Creativity, and Enthusiasm.

"Mike has been at the District for nearly two years and has already proven to be a tremendous addition to our team," Facilities Manager Chris Bligh said. "With his skill set, work ethic, willingness to do anything he can to help, he is deserving of the P.A.C.E. Award this year."

Mike is a part of the Facilities Department, where he is tasked with the general repair and maintenance of well sites, shop facilities, and other District buildings. This year, he was vital to assisting staff and contractors during the main office remodel.

"I enjoy the variety of work I get assigned," Mike said. "I love working here. We're always doing something different, and that keeps me busy, which I enjoy."

Congratulations, Mike!

Payment Methods in 2020 vs. 2010



Telephone
*2020 - 12,737
2010 - 14,364

Front Counter
*2020 - 10,301**
2010 - 58,771

Electronic
*2020 -156,433
2010 - 32,493

Mail and Drop-box
*2020 - 40,607
2010 - 118,208

*2020 data through Sept. 30
**Lobby closed in March due to pandemic

During the last decade, electronic payments have become the preferred payment type for customers. Paying your bill on our website at palmdalewater.org is easy and free. You also can sign up for automatic payments to ensure your bill is always paid on time. Other payment options are by phone, mail, drop-box or PayNearMe at 7-Eleven and Family Dollar stores. For assistance with a bill, contact Customer Care at 661-947-4111.

THANK YOU, ROBERT E. ALVARADO!



We would like to express our sincere gratitude to Robert E. Alvarado for his nine years of service as a Board Director representing Division 1. During his time, PWD upgraded infrastructure, completed or started several multi-million-dollar projects to ensure its water supply resiliency, and achieved financial stability. He did not seek re-election. The new Director for Division 1 is Amberrose Merino, who will be introduced in the spring *Pipeline*.

LOOKING FORWARD TO 2021

Starting on Jan. 1, 2021, Palmdale Water District will be operating on a $26 million budget that was approved unanimously by the Board of Directors. The budget will allow for $3.1 million in capital improvement projects that were delayed this year due to financial adjustments that were made because of the pandemic. Based on the budget, the top goals for PWD in 2021 are:

- Maintain water storage of Littlerock Reservoir and develop recycled water as a resource
- Maintain and replace existing facilities, and plan for future customers.
- Update website, education programs, and mobile access for customers.

REMINDER: Our lobby is open for appointments only. Please call 661-947-4111 or visit palmdalewater.org for appointments.



The State of Our Water Supply

On average, 60% of PWD's water supply is dependent on precipitation. As of Dec. 1, the precipitation locally and in the Northern Sierra (where our State Water Project water comes from) has been lower than average, and the forecast for December is dry. This doesn't necessarily mean drought in 2021, as January through March can be very wet in California. As the water year develops, PWD will keep you informed should there be an increased need to conserve water. PWD appreciates your continued efficient use of this most precious resource.



Renewable Energy *(Continued from page 1)*

"What Palmdale Water District is doing exemplifies the ACWA community's continual dedication to investing in this space where we can to maintain our crucial services to the communities we serve."

PWD is also looking at other cost-saving programs, including upgrading heating, ventilation and air conditioning (HVAC) systems, and adding solar to parking lots and the treatment plant. In addition, staff has applied for a $300,000 grant for the purchase of five backup generators for power shutoffs.

"It is important that we are not just talking but are actively participating in renewable energy," Ly said. "As a participant, we are getting incentives and deciding if we want to continue or not. This will help us look at other technologies and see if we want to bring them in house to help us run more efficiently."