

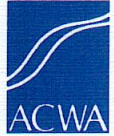
# PALMDALE WATER DISTRICT

2029 East Avenue Q • Palmdale, California 93550 • Telephone (661) 947-4111

Fax (661) 947-8604

[www.palmdalewater.org](http://www.palmdalewater.org)

ALESHIRE & WYNDER LLP  
Attorneys



## Board of Directors

ROBERT E. ALVARADO  
Division 1

JOE ESTES  
Division 2

GLORIA DIZMANG  
Division 3

KATHY MAC LAREN  
Division 4

VINCENT DINO  
Division 5

April 17, 2014

***Agenda for a Meeting  
of the Personnel Committee of the Palmdale Water District  
Committee Members: Kathy Mac Laren-Chair, Joe Estes  
to be held at the District's office at 2029 East Avenue Q, Palmdale***

***Monday, April 21, 2014***

***5:30 p.m.***

NOTE: To comply with the Americans with Disabilities Act, to participate in any Board meeting please contact Dawn Deans at 661-947-4111 x1003 at least 48 hours prior to a Board meeting to inform us of your needs and to determine if accommodation is feasible.

Agenda item materials, as well as materials related to agenda items submitted after distribution of the agenda packets, are available for public review at the District's office located at 2029 East Avenue Q, Palmdale. Please call Dawn Deans at 661-947-4111 x1003 for public review of materials.

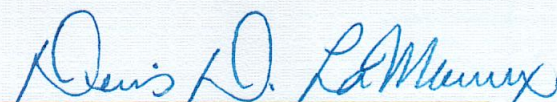
PUBLIC COMMENT GUIDELINES: The prescribed time limit per speaker is three-minutes. Please refrain from public displays or outbursts such as unsolicited applause, comments, or cheering. Any disruptive activities that substantially interfere with the ability of the District to carry out its meeting will not be permitted and offenders will be requested to leave the meeting.

Each item on the agenda shall be deemed to include any appropriate motion, resolution, or ordinance to take action on any item.

- 1) Roll call.
- 2) Adoption of agenda.
- 3) Public comments.
- 4) Action Items: (The public shall have an opportunity to comment on any action item as each item is considered by the Committee prior to action being taken.)



- 4.1) Consideration and possible action on approval of minutes of meeting held March 31, 2014.
- 4.2) Consideration and possible action on Internship Program. (Human Resources Manager Emery)
- 4.3) Consideration and possible action on Employee Handbook update. (Human Resources Manager Emery)
- 4.4) Discussion and possible action on development of an Employee Recognition Fund. (Chair Mac Laren)
- 4.5) Discussion and possible action on lifting hiring freeze with the exception of management positions. (General Manager LaMoreaux)
- 4.6) Discussion and possible action to seek additional proposals for District benefits. (Committee Member Estes)
- 4.7) Discussion and clarification of customer service expectations and any needed changes of the District's Rules and Regulations regarding fees, charges, and waivers for District customers. (Chair Mac Laren)
- 5) Project Updates:
  - 5.1) Status on Organizational Assessment. (General Manager LaMoreaux)
  - 5.2) Development of Human Resources Calendar. (Human Resources Manager Emery)
  - 5.3) Preliminary discussion of performance management. (Human Resources Manager Emery)
- 6) Information items.
- 7) Board members' requests for future agenda items.
- 8) Adjournment.

  
DENNIS D. LaMOREAUX,  
General Manager

DDL/dd



**P A L M D A L E   W A T E R   D I S T R I C T**  
**B O A R D   M E M O R A N D U M**

**DATE:** April 16, 2014 April 21, 2014  
**TO:** PERSONNEL COMMITTEE Personnel Committee Meeting  
**FROM:** Jennifer Emery, Human Resource Manager  
**VIA:** Dennis LaMoreaux, General Manager  
**RE:** *AGENDA ITEM NO. 4.2 – CONSIDERATION AND POSSIBLE ACTION  
ON INTERNSHIP PROGRAM*

---

**Recommendation:**

Staff recommends the Personnel Committee recommend three internship positions, which include: Information Technology Intern, Customer Service Intern, and Facilities Intern.

**Alternative Options:**

The alternative is to maintain the status quo.

**Impact of Taking No Action:**

The District would maintain the work force we currently have.

**Background:**

Currently when staff is on medical leave or vacations, much of the work must wait until they return. The interns will provide trained staff to step in and keep the work flowing. Also it will give us a pool of trained candidates as positions open up. It will allow us to serve the community in a training capacity. We will be hiring locally through Antelope Valley College.

**Strategic Plan Element:**

This work is part of proposed Strategic Element “Becoming a Regional Leader.”

**Budget:**

This item is not budgeted for. We are proposing a 20 hour maximum work week at \$10/hr. so the cost to budget for 2014 is \$9,600.00

**Supporting Documents:**

- Job Descriptions

## PALMDALE WATER DISTRICT

### INFORMATION TECHNOLOGY INTERN

FLSA Status: Non-Exempt

#### DEFINITION

To provide technical, operational, and internal customer service computer support to District departments; to introduce, implement, and maintain computers and related hardware and software, operating systems and networks; and to perform a variety of related technical tasks.

#### DISTINGUISHING CHARACTERISTICS

This is the entry level class in the Information Technology Department. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

#### SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from Information Technology Manager or other assigned management or supervisory staff; may receive technical and functional supervision from an Information Technology Technician 2.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a variety of responsible technical duties in support of District computer set ups and troubleshooting.

Perform printer set up and deployment. Tasks may also include printer troubleshooting and diagnostics including downloading drivers, replacing toner, cleaning or replacing rollers and clearing jams.

Answer questions and respond to help desk requests in a timely manner; provide technical support and information, assistance and training over the phone and in person related to computer technology related issues.

Analyze, diagnose, test, and recommend solutions for problems with computers, tablets, operating systems, software and hardware problems.

Perform UPS battery replacement and deployment.

Create user ID's and troubleshoot network and application logins.

Create, modify, copy or delete files.

Install, upgrade, configure, and program software, applications and hardware.

Monitor systems for viruses and take corrective action, as needed.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

#### EDUCATIONAL OPPORTUNITY

The intern position will provide the following educational experiences:

##### Knowledge of:

Methods and techniques of computer equipment and related hardware.

Common software used in personal computers, such as Word, Excel, Access, FrontPage and Project.

Principles and practices of good customer service.

##### Ability to:

Provide technical, operational, and internal customer service computer support to District departments.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; research, identify and interpret technical information; observe and problem solve technology issues.

Perform maintenance on computer systems.

Preserve a high level of confidentiality of information encountered as part of work.

Assist users; explain clearly and provide technical training to others in the use of various systems hardware and software.

Operate a personal computer with proficiency to produce highly complex and technical reports, charts, spreadsheets and other documents; maintain databases and records.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Perform and understand many of the CompTIA A+ Certification skills.

REQUIREMENTS:

Ability to sit at desk for long periods of time; intermittently twist to reach office equipment surrounding desk; bend, squat, climb, kneel, reach and twist when working on and performing installation of equipment; perform simple and power grasping, pushing, pulling and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight up to 50 pounds.

Must be enrolled in college work experience program during the semester of employment to qualify.

Approved: 4/14/2014

I have reviewed this job description with my Supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## PALMDALE WATER DISTRICT

### CUSTOMER SERVICE INTERN

FLSA Status: Non-Exempt

#### DEFINITION

To perform a wide variety of clerical and accounting customer service duties; to issue water billings; to receive and process applications for service and payments for water service; and to perform varied and routine general office support duties.

#### DISTINGUISHING CHARACTERISTICS

This is the entry level class in the Customer Service series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

#### SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Assistant Customer Service Supervisor; may receive technical and functional supervision from a Customer Service Representative 2.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Greet customers and the general public by telephone, via regular mail or electronic means, and at a public counter.

Receive and process payments; sort payments by category and use a computerized system to enter payments, and balance and post data.

Generate billings; calculate and charge late fees and re-do billings as necessary; prepare collection letters; calculate and prepare refunds.

Assist in new application processing and enter data into a computerized system.

Perform a variety of clerical duties including typing, document scanning, filing, and mail distribution; prepare and distribute customer service billing and revenue reports.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### EDUCATIONAL OPPORTUNITY

The intern position will provide the following educational experiences:

#### Knowledge of:

Modern office procedures, methods, and computer systems and equipment.

Principles and practices of customer service and interaction with the public.

Basic record keeping practices and procedures.

Basic arithmetic functions including addition, subtraction, multiplication, division and calculation of percentages and fractions.

Principles and practices of basic business correspondence including proper English usage, spelling, punctuation, and grammar.

#### Ability to:

Perform a wide variety of clerical and accounting customer service duties.

Review documents related to assigned duties; observe, identify office operations and procedures; understand, interpret and explain District and department policies and procedures.

Use specialized customer service information software.

Apply pertinent District and department policies.

Apply principles and practices of billing and collections; learn to apply balancing techniques with speed and accuracy.

Perform rapid and accurate arithmetic calculations; use a 10 key calculator.

Perform detailed and accurate clerical work while experiencing frequent interruption.

Set up and maintain manual and computerized records, files, and accounts.

Communicate clearly and concisely, both orally and in writing.



Preserve a high level of confidentiality of information encountered as part of work.

Establish and maintain effective working relationships with those contacted in the course of work.

REQUIREMENTS:

Ability to, on a continuous basis, sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; lift or carry weight up to 20 pounds.

Must be enrolled in college work experience program during the semester of employment to qualify.

Approved: 4/14/14

I have reviewed this job description with my Supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

SERVICE WORKER INTERN

FLSA Status: Non-Exempt

DEFINITION

To perform semi-skilled work in the construction, installation, maintenance, and repair of a water service distribution system; and to perform a variety of customer service duties in the field.

DISTINGUISHING CHARACTERISTICS

This is the entry level position in the Service Worker series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Facilities Manager; receives technical and functional supervision from an assigned Senior Service Worker.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Install, maintain, and repair components of a water service distribution system, including valves and a variety of meters, gauges, and flow monitoring devices.

Perform a variety of maintenance and construction tasks.

Inspect water tanks and wells and surrounding areas for vandalism and water supply security problems; report to supervisor, as appropriate.

Operate, maintain, repair and paint air operated vacuum valves.

Perform building and grounds maintenance, as assigned.

Clean work vehicles; stock vehicles with parts and materials according to service order needs.

Perform maintenance and repair of angle stops.

Respond as needed to customer concerns in the field or refer to other District staff as appropriate.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### EDUCATIONAL OPPORTUNITY

The intern position will provide the following educational experiences:

#### Knowledge of:

Basic construction methods, materials, and equipment.

Basic building and grounds maintenance techniques and methods.

#### Ability to:

Construct, install, maintain, and repair components of a water service distribution system.

Know and understand operations, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; interpret work orders; remember equipment location; and explain jobs to others.

Use various hand and power tools and equipment, including digging bar, push broom and drills.

Read and understand distribution system maps and related drawings.

Complete required reports related to work activities.

Perform building and grounds maintenance work.

Perform heavy manual labor and work in traffic situations.

Work outdoors in a variety of weather conditions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.



REQUIREMENTS:

Ability to intermittently, sit while studying or preparing reports; bend, squat, climb, kneel and twist when performing installation of equipment; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight up to 50 pounds.

Must be enrolled in college work experience program during the semester of employment to qualify.

Approved: 4/4/14

I have reviewed this job description with my Supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

**Palmdale Water District**

2029 E. Avenue Q

P.O. Box 904070

Palmdale, CA 93550

Office: (661) 947-4111 [8am-5pm, Mon.-Fri.]

FAX: (661) 947-8604

E-Mail: webmaster@palmdalewater.org

Web-site: http://www.palmdalewater.org

After-hours Emergency: (661) 947-4114

**RULES and REGULATIONS FOR  
WATER SERVICE**

This is provided to customers in our Service Area as an informative guide of policies and procedures relating to water service. These Rules & Regulations are subject to periodic revisions.

**SECTION “A” – GOALS & OBJECTIVES**

The overall objective of the District is to make available the highest quality water at the lowest possible cost. Palmdale Water District provides customers with high quality:

- ◆ water treatment, storage, and delivery
- ◆ meter reading and maintenance
- ◆ system monitoring and maintenance
- ◆ infrastructure expansion and upgrades
- ◆ water quality testing and compliance
- ◆ environmental compliance
- ◆ customer services
- ◆ technical services
- ◆ service information updates

**SECTION “B” - DEFINITION OF TERMS**

Unless the context specifically indicates otherwise, the following terms shall, for the purposes of these rules and regulations, have the following meanings:

- (a) District: Palmdale Water District
- (b) Manager: General Manager of the Palmdale Water District, or the person authorized by the Manager, or the Board, to act for the General Manager
- (c) Board: Board of Directors of the Palmdale Water District
- (d) Account holder: Any person, association, corporation or governmental agency supplied or entitled to be supplied with water service for compensation by the District
- (e) Applicant: Any person or entity applying to the District for water service

**SECTION “C” – WATER SERVICE**

The District will use its best efforts to supply water dependably and safely in adequate quantities and pressures to

meet the reasonable needs and requirements of account holders. The District will endeavor to provide water that is wholesome, potable, in no way harmful or dangerous to health and, insofar as practicable, free from objectionable odors, taste, color and turbidity.

**Application for Service**

The application is merely a written request for service and does not bind the applicant to take service for a period of time longer than that upon which the minimum charge is based; neither does it bind the District to serve, except under reasonable conditions and upon the approval of the Manager. Each applicant for service is required to sign, on a form prescribed by the District, an application providing sufficient information as the District may reasonably require for the above stated purpose and to enable the District to determine the credit worthiness of the applicant. Applications for service to any property will be granted only if all assessments, fees, charges, delinquent water bills, and penalties due to or against said property have been fully paid.

An application for water service requires an application to be submitted by the property owner. The District holds the property owner ultimately responsible for payment.

Proof of ownership, if required, must be submitted at the time of application and would include, but not be limited to, a copy of the deed to the premises, a title insurance policy, a current property tax bill or the escrow closing statement. In addition, the District requires proper identification of all applicants (any government issued identification). Any applicant applying on behalf of a business or property owner are required to submit legal documents to support their link to the property and/or business applying for water. These documents may include: articles of incorporation, real estate assignment letter, real estate agreement, property management agreement, etc.

Palmdale Water District shall not be responsible for damage to persons or property caused by failure or defects of pipes, high or low pressure, by escape or leakage due to conditions on said premises existing at or after turning the service on, and applicant will hold Palmdale Water District harmless therefrom.

**Establishment of Credit the & Deposits**

Applicants for service or reconnection shall provide the District with information sufficient to enable the District to determine the credit worthiness of the Applicant. Upon determining the Applicant’s credit worthiness, the District will require the Applicant to deposit such sums of money as determined by the Board from time to time. Currently, account holder’s deposit required is as follows:

Commercial or Industrial: For each single or multiple commercial or industrial unit served by the same service meter - \$300 per unit.

Residential: For each dwelling unit served by the same service meter -- \$200 per unit.

Additional deposit: At the Manager’s discretion, the District may require an additional deposit as a condition precedent to water service or reconnection if (i) District determines the account holder has an unsatisfactory payment history, (ii) the account holder is not credit-worthy or has previously had water service disconnected for non-payment or rejected payments or (iii) the nature of the services or the account holder’s intended use of water warrants an additional deposit. In such instances, the total deposit shall be determined by the Manager.

**Refund of Deposit:**

- 1) Such deposits will be refunded to account holders at the termination of water service, provided all water charges have been paid. However, no refund will be made where the balance remaining in the deposit account is less than \$5.00. All amounts less than \$5.00 will be transferred to the water conservation account to be used for the education of the public regarding water conservation.
- 2) Single Family Residences Only: One year after the date a deposit is made the Manager has discretionary authority to refund such deposits upon submission of a PWD Deposit Refund Request Form, and if the account holder meets the following criteria: (a) has at least one year of established active customer history, (b) does not have more than one 48-hour Disconnection Notice (door-tag) on the account within the one year period immediately prior to request, (c) does not have any disconnect charges on the account, and (d) has not had any rejected payments.

**Waiver of Deposit:**

Public Agencies will not be subject to the deposit requirements stated above. First time account holders will not be subject to the deposit requirements stated above if their credit report shows the following (fee for check inquiry is \$10.00):

- (a) At least two years of established credit history through a Credit Reporting Agency.
- (b) Under the Negative column, the Public column, and the Collection column it must show zero.
- (c) Under the Payment History column, it should show 1’s and X’s only. Any other number appearing would be considered as unworthy credit.

**Transfer of Deposit:**

Existing account holders who meet the requirements for a refund of deposit may transfer from one account to another without having to make a deposit as long as there has not been more than a thirty day lapse in service. However, the water service application process still has to be full-filled.

**Cleaning and Walk-Thru Service**

**AGENDA ITEM NO. 4.7**

All requests for temporary service shall be made on an approved application form available in the District office. Temporary service will be provided for a maximum of five working days to facilitate cleaning and showing of property for sale or rent. This service is not to be used for maintenance requiring high volumes of water. A charge of \$85.00 that allows usage of 5 units or less will be collected in advance of service; 6 or more units will be charged at current District rates (This rate is subject to revision by the Board from time to time).

**Water Service Connections**

For those premises that do not have an existing service connection the applicant will be charged for the installation and material costs for a service connection in addition to the Assessment Parity Charge, the Capital Improvement Fee and the cost of main extension (if needed); in all cases the applicant shall contribute for any existing mains and public fire hydrants. Please contact the District office for additional Rules & Regulations and the rates and fees as established by the Board.

**Ownership of Facilities on Account holder’s Premises**

The service lateral, meter, and meter box furnished at the account holder’s expense and located wholly or partially upon account holder’s premises are the property of the District. The District shall at all reasonable hours have access to meters, service connections and other property owned by it which may be located on account holder’s premises for purposes of installation, maintenance, operation or removal of the property. If the account holder, new applicant or developer is found to be responsible for any damage done to District property, such damages shall be reimbursed to the District at cost plus administrative overhead. If responsibility for damage is not known, charges will be made to the current account holder or property owner. We hold the property owner ultimate responsible.

**Water for Construction Needs**

All requests for construction water shall be made on an approved application form available in the District office and accompanied by the appropriate deposit amounts as stated on that form. Any costs involved in supplying such connections will be prepaid by the applicant. The approval of construction water is subject to the availability of water necessary to meet normal domestic demands as determined by the Manager. Please contact the District for allowable uses of construction water and other rules and regulations pertaining to water for construction needs.

**Fire Hydrants**

Fire hydrants connected to District mains are for use by the District and by organized fire protection agencies. Other parties desiring to use water from fire hydrants for any purpose must obtain written permission from the Manager and from the

appropriate fire protection agency prior to use, and shall operate the hydrant according to the instructions issued by the Manager. Unauthorized use will be subject to penalty and will be prosecuted according to law and be subject to the appropriate fine specified in Appendix D in the District’s Rules & Regulations. In addition, when any person, company, or agency is determined to be the responsible party that has caused damage of a fire hydrant or blowoff, the District may charge that party with all costs necessary to repair the damages and the cost of water loss.

SECTION “D” - RATES & CHARGES

The Board adopted a water budget rate structure effective May 14, 2009. Rates and charges for water consumption, as specified under various classifications of service and other miscellaneous charges, are set by the Board from time to time. A water budget is the amount of water you are expected to need for a specific month. Water budgets may vary monthly based on the seasonal outdoor watering needs. Your allocation depends on the number of people in your home (default 4) and the water you will need for irrigation (residential is 45% of your total parcel area). The following table lists the monthly service charge based on size of meter:

Meter Size (in)	Minimum Monthly Charge (\$)	
5/8” x ¾”	27.51	
1”	52.26	
1 ½”	93.51	
2”	143.03	
3”	258.57	
4”	423.62	
6”	836.24	
8”	1,331.38	
10”	1,909.05	

Retail charges consist of a minimum monthly service charge, commodity rate charge, water quality fee and a possible elevation booster surcharge, if applicable. The monthly service charge depends on the size of an account holder’s meter and is fixed irrespective of the quantity of water consumed. The commodity rate for water consumption is based on a 5-tiered system. Rates range from \$.73 per hundred cubic feet (hcf) to \$5.81 per hcf additionally a water quality fee of \$.20 per hcf is assessed. For service areas 3000 ft and above, an elevation booster surcharge of \$0.13 to \$0.89 per hcf is assessed. Conservation efforts mean lower usage and lower usage is rewarded with lower rates. For more information contact the District office.

MISCELLANEOUS CHARGES

In order to recover the cost associated with after hours service calls, late payments, disconnections,

reconnections, and other damages sustained by the District, the specified items listed below are charged to account holders and/or property owners.

**Account Setup Charge:** All applicants applying for water service is subject to a \$25.00 account setup charge.

**Turn-On Fee (Trip Fee):** If an account holder requests that a service to be turned on after paying all applicable fees and charges and a District representative turns the water service on and water is found to be running, the account holder shall then be required to pay a \$15.00 fee for an extra trip to attempt to turn the water on.

**Late Charges:** A late charge of 10% of the balance due for the first 30 days and then 1 ½% for each 30 days thereafter.

**48-Hour Disconnection Notice (Door-Tag) Charge:** Prior to actual disconnection of service by the District for reasons as stated in the Shutoff Fee section above, the District will make a reasonable, good-faith effort to contact an adult at the premises by issuing a 48-Hour Disconnection Notice (Door-Tag) which will be left at the premises. A processing fee of \$20.00 is assessed plus any past due bills and charges.

**Shutoff Fee:** The District may disconnect an account holder’s service for various reasons including, but not limited to, (a) non-payment of bills, (b) failure to comply with rules and (c) fraudulent use of service. Such involuntary disconnections are subject to a \$30 Shut-off Fee and/or other administrative charges.

**Restoration of Service:** The District will endeavor to make reconnections as soon as practicable; however, the District shall make the reconnection before the end of the *next regular working day* following the account holder’s request and payment of any applicable disconnection fees and/or security deposit(s).

**Reject Payment Charge:** When an account holder’s payment is rejected for any reason the District will consider the account not paid. The account holder’s account will be assessed a \$45 rejected payment charge (\$25 fee and \$20 Door-Tag fee). A 48-Hour Disconnection Notice will be issued to obtain full restitution for the rejected payment. No checks are allowed to cover for this type of transaction. Water service will be disconnected if the amount of the rejected payment and all applicable fees and/or deposits is not paid within the 48-hour period. Upon shutoff of water service for a rejected payment, a \$30.00 Shut-off Fee will be assessed to the account.

**Non-emergency Service Call Fee:** Service calls made on weekdays after regular working hours (8am-5pm), on Saturdays, Sundays, or holidays are subject to an \$80 fee.

**Pulled Meter Charge:** If an account holder’s service has been disconnected and then it is found back on illegally, the meter

will be removed from the premises and a charge of \$60.00 will be assessed. This charge along with any other applicable charges must be paid before the service and meter can be reconnected.

**Turn-On Fee (Trip Fee):** If an account holder requests that a service to be turned on after paying all applicable fees and charges and a District representative turns the water service on and water is found to be running, the account holder shall then be required to pay a \$15.00 fee for an extra trip to attempt to turn the water on.

**Angle Stop Repair Charge:** If District finds the angle stop damaged and the work to replace it is done during normal business hours the cost to replace it is \$440. If the replacement has to be done after business hours, weekends, and holidays the cost to replace the angle stop is \$600.

SECTION “E” – BILLING & PAYMENT

**Rendering of Bills:** Bills for service will be rendered on a monthly basis and are due and payable upon presentation. Bills become delinquent 25 days from date of the invoice. It is the account holder’s responsibility to assure that payments are received at the District’s office in a timely manner. If payment for a billing period is not made on or before the 25<sup>th</sup> day after Date of Bill, a late charge of 10% of the balance due will be assessed. For account holders information, each monthly bill reflects the past due which includes the 10% late fee as well as the new due date which it is 15 days from original bill due date.

Payment Options:

**By mail:** Please mail check or money order along with your bill payment-stub to: Palmdale Water District, PO BOX 904070, PALMDALE, CA 93590-4070

**By phone:** We accept Visa, Master, and Discover Credit Card payments without any additional fee, simply call our Customer Service Department at 661-947-4111 option 2.

**In person:** We accept Cash, Checks/Money Orders, Credit Cards (Visa, Master, and Discover).

**In Night Drop Box:** Place check or money order along with bill payment-stub in our N/D Box located in front of our office (2029 E. Avenue Q, Palmdale, CA 93550). ). Payments made through the Night Drop Box will be post to your account the next business day.

**Online:** www. palmdalewater.org (Electronic payments may take up to 48 hours to reflect on your account).

**Amortization of Unpaid Balance for Medical Condition:** Upon written confirmation of the doctor’s certification of life-threatening conditions, determination by the District of the account holder’s inability to pay and District approval of the account holder’s written request for a 12-month amortization payment plan, a written amortization plan will be entered into between the District and the account holder. The account holder will be charged an administrative fee and the plan shall include a charge for interest of 10% per annum or the maximum legal

rate, whichever is lower, on the unpaid balance. The account holder must comply with the plan and remain current as charges accrue in each subsequent billing period. The account holder may not request further amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an amortization plan. Failure to comply with the terms of the plan will result in delivery of a 48-hour Disconnect Notice.

**Disputed Bills:** The account holder has a right to initiate a complaint or request an investigation regarding the accuracy of water charges on any bill tendered by the District. Water service may not be terminated until the investigation is completed and the account holder has been notified of the District’s decision.

Up to 5 calendar days prior to the Delinquent Date on the bill the account holder can make such a complaint in writing and deliver it to the District at its office along with all evidence and data the account holder wishes to be considered by the District. The Manager shall review the complaint and render a decision as to the accuracy of the water charges. If water charges are determined to be incorrect, a corrected invoice will be provided and the revised charges will be due within 10 calendar days after the date of invoice for revised charges. If the water charges are determined to be correct, the water charges are due and payable at the time the decision of the Manager is rendered.

If the decision of the Manager is not to the satisfaction of the account holder, the account holder may request in writing a hearing before the Board at the next regular meeting. The request must be submitted in writing to the District at least 4 calendar days prior to the next regular meeting of the Board.

SECTION “F” – WATER CONSERVATION

Each account holder of the District is urged to install devices to reduce the quantity of water to flush toilets and to reduce the flow rate of showers. Each account holder is further urged to adopt such other water usage and reuse practices and procedures as are feasible and reasonable. For tips and hints on how to avoid over-irrigation, detect leaks, economize water and reuse water or for landscaping ideas utilizing water tolerant plants and hardscape themes contact our Water Conservation Coordinator at (661) 947-4111, x1020 during regular business hours.

California law prohibits the waste and unreasonable use of water and requires that the District take all appropriate actions to prevent waste and unreasonable use of this limited resource.

SECTION “G” – BOARD ORGANIZATION

There are five Directors elected at large from the District, each to be a resident of one of the five voting divisions. Regular meetings of the Board shall be held on the second and fourth Wednesdays of each calendar month at 7 p.m. at the offices of the District.