

Palmdale Water District Board Meeting

Agenda Item No. 5.1

Overview of Services Provided To Palmdale Water District Customers



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Presentation Overview

1. Customer Care, Office
2. Customer Care, Field
3. Treatment Plant
4. Payment Options
5. Community Outreach



Our First Impression: Welcome Packet (English/Spanish)

Office

- Water Application for Temporary Service
- Affidavit for Lessee/Tenant Responsibility
- Variance Request for Increased Water Allocation
- Authorization for Tenant's Limited Account Access
- Turn Off Service Request Form
- Special Payment Arrangements
- Non-owner Application
- Application for Meter Exchange
- Emergency Hotline



Movember Posse'



Customer Appreciation Day Was A Hit



Field

- Turn Water On/Off For Repairs
- Isolation Valve Locating Assistance
- Leak Detection
 - House
 - Water Softener
 - Water Heater
 - Irrigation
 - Mainline
- Meter Calibration
- 24-Hours Emergency Staff



Helping Our Customers



Water Treatment Plant

- Water Complaint Form
 - Prepares and distributes our annual Consumer Confidence Report.
 - Provides tours of the laboratory to students (elementary through college), political officials, etc.
 - Participates in off-site customer relations events.
 - Coordinates with customers to collect first-draw samples from their homes and provide those customers with the results of this testing free of charge.
 - Advise inquiring customers contract labs for private well testing.



Water Treatment Plant School Tour



Payment Options We Offer

- PWD Affiliates
 - Pay Near Me (7-Eleven, Family Dollar)
- Electronic Options
 - Palmdalewater.org
 - Autopay (Paperless)
 - One-time Payment
- Phone (Person/Automated)
- In-Office Payment
 - Night Drop/Drop Box
 - JACK



Community Outreach

- AV College Workshops
- Read Across America
- Welcome to AV (for Veterans)
- AV Agriculture Kids Day
- City of Palmdale Clean up Day
- H.O.P.E (Homeless, Outreach)
- Mental Health Fair
- Thursday Night On The Square
- Heritage Festival
- Christmas Parade
- School Presentations, Tours and Contests



- Toys for Tots
- Boys & Girls Club
- Easter Basket Food Drive
- AV Agriculture Kids Day
- Home & Garden Show
- Plant Sale
- Water Expo
- Water Summit



Join us in Celebrating

MOTHER'S DAY

Thurs May 5, 2016

10 a.m. - 2 p.m.

We will be serving tamales, chips, and salsa,
hibiscus tea and coffee.

We will also be handing out flowers to
our wonderful Mothers.

Palmdale Clean-Up Day



Questions?

**IF YOU WERE GIVEN
\$1,000, WHAT WOULD
YOU SPEND IT ON?**