



the PIPELINE

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Protecting Pipes from Freezing

Make Sure Your Pipes are Safe from Old Man Winter

Cold temperatures are on their way. Protect your pipes from freezing!

Here are a few simple tips:

- Insulate pipes in your home's crawl spaces and attic and areas close to outside walls.
- Use pipe wrap or foam tube pipe insulation.
- Seal leaks that allow cold air inside near where pipes are located.
- Before winter, disconnect water supply hoses, and, if possible use an indoor valve to shut off and drain water from pipes leading to outside faucets. Don't forget the water supply to an evaporative cooler.

In addition to the tips above, here are a few more steps to take in extreme weather conditions:

- Let a trickle of hot and cold water drip overnight, preferably from a faucet on an outside wall.
- Keep your thermostat set at the same temperature during both day and night.

(You may be in the habit of turning down the heat when you're asleep)

- Open cabinet doors to allow heat to get to uninsulated pipes under sinks and appliances near exterior walls.

If your pipes do freeze, don't panic. Just because a pipe is frozen doesn't mean they've already burst. Here's what you can do:

- If you turn on your faucet and nothing comes out, leave the faucets turned on.
- Never try to thaw a pipe with a torch or other open flame.
- You may be able to thaw a frozen pipe with the warm air from a hair dryer. Start by warming the pipe as close to the faucet as possible.
- If your water pipes have already burst, and you have a main shutoff valve in the house, shut the valve off. Leave the water faucets turned on.

If you do not have a shut off valve in your house, call Palmdale Water District at 661 947-4111 during regular business hours. After hours - call 661 947-4114

PWD Rebate Programs

The District rewards residents who purchase appliances and other water saving devices to conserve water through our rebate program. High Efficiency Toilets, High Efficiency Washing Machines, Matched Precipitation Rotators for your lawn, and Smart Controllers that can detect the amount of moisture in your soil are all options for you to consider for your home.

You can download our standardized rebate form on the District's website, fill it out, and either bring it in directly to the District office or mail it back to us with the required information and paperwork.

The District encourages the community to take advantage of our rebate options if you are in the market to purchase new water using home goods.



Board Approves 2015 Budget

In September 2014, the Palmdale Water District Board of Directors passed a five year rate restructuring plan with a cap of a yearly increase of 5.5%. With some debate, the Board elected an increase of 2.5%. This increase will affect each customer differently as a new rate restructure is in place. A decrease in the water quality fee, and a new Tier 1 fee schedule will reward customers who work to conserve water.

The revenue generated from the rate restructure will be spent on the continued management, replacement, and improvement of our infrastructure and water delivery system to the community and rate payers. Additionally, the District is investing in projects that will recharge groundwater resources in the Antelope Valley and reduce dependence on the State Water Project (California Aqueduct).

As the State's water supply continues to be uncertain from year to year, the District has focused on projects that will result in efficiency of water supply, and water storage, to become more independent and self-sufficient.

Palmdale, one of the remaining areas within Los Angeles County poised for housing growth, has the potential for a population explosion within the next decade. Littlerock Reservoir is the only local water storage location that captures and supplies water directly to residents in Palmdale. Since 1992, the reservoir has accumulated about 750,000 cubic yards of sediment from erosion in the upper watershed which has reduced how

much water can be stored in the lake.

Some of the additional revenue from the rate restructure will be used to remove that sediment and increase storage capacity by 500 acre feet. This is enough capacity to supply approximately a year's worth of water to 625 homes.

The District continues to offer rebate programs that reward customers for installing water efficient appliances such as low flow toilets, water saving washing machines, and smart controllers for lawn irrigation, in addition to, our successful Cash for Grass Program.

A new option for low-income seniors aged 62 or older is our Rate Assistance Program. The District is offering up to 50% off monthly meter charges to qualified applicants. All low-income households are encouraged to apply, but priority will be given to seniors.

The program is funded through revenue generated from lease agreements with cell phone companies who use District owned land for cell tower placement.

The District encourages all residents to take advantage of the different programs we offer to help you save money and the community to save water.

For more information please visit our website.



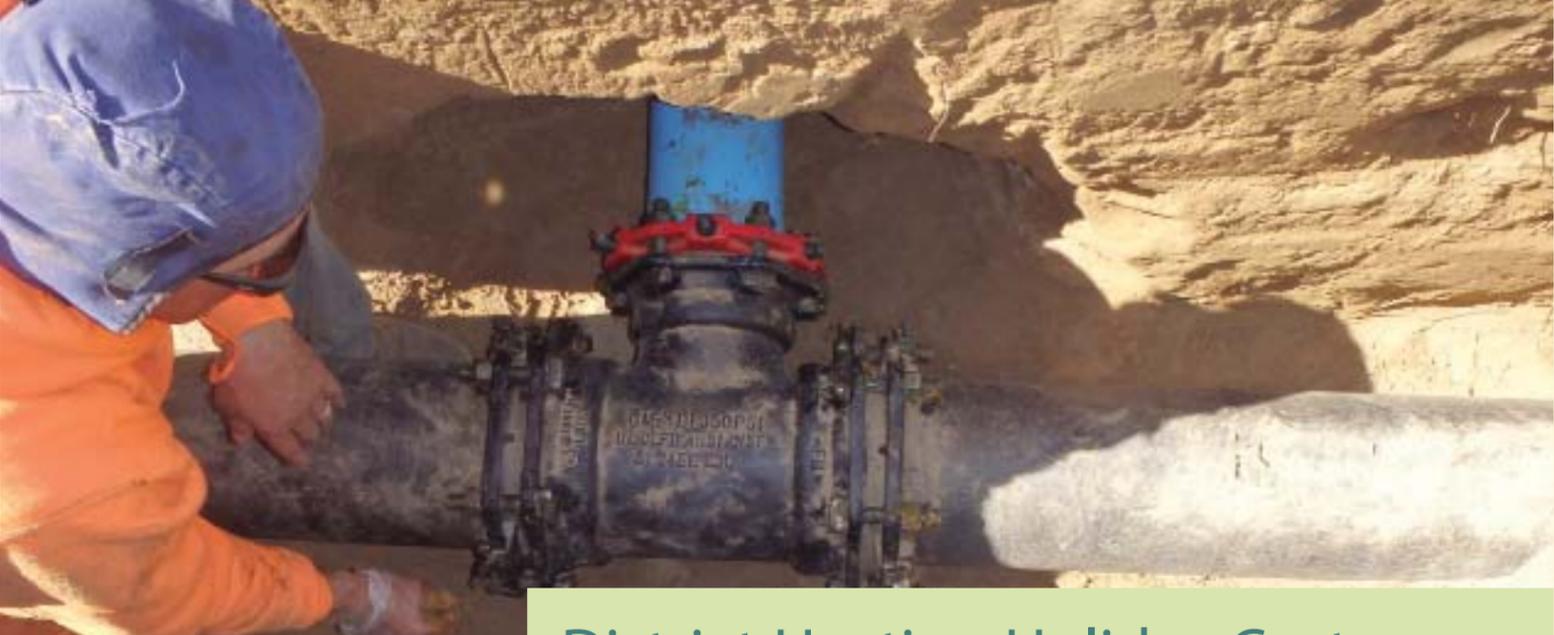
Holiday Customer Appreciation Day

December 20, 2014 9:00am - 12:00pm



Board Meeting

December 10, 2014 @ 7pm



District Hosting Holiday Customer Appreciation Day!

The District's first Customer Appreciation Day is slated for December 20, 2014 from 9am - 12pm. Free food, refreshments, and Holiday Cheer will be available for all who attend.

Families are encouraged to bring their kids as Santa will be here to take pictures and listen to the wish lists of the kids.

All children who want to have their picture taken with Santa will receive a free photo before they leave. Face painting and balloons will be available for children and adults to get into the Holiday spirit.

104.9 JUAN FM will be here broadcasting live to add to the excitement and festivities.

Our customers are our top priority. The District has prioritized establishing a strong relationship with the community so we can best understand the needs of our residents.

For the adults, District staff will be available to answer questions about your water bill, how the rate restructure will affect you, and what the agency is doing to ensure that the community continues to have safe, clean water.

Conservation personnel will also be available to answer questions regarding the Cash for Grass Program, all other rebate programs available, and will have low-flow shower heads and garden nozzles as giveaways.

For more information on our event, please call 661-947-4111.

Don't forget to Follow us on Twitter: @palmdaleH2O & Like us on Facebook: Palmdale Water District!



Our Water Footprint (September 2014)

Water Used District Wide – 631,475,460 gallons

Water consumed per person per day – 200 gallons

Water Available in Littlerock Reservoir - 0 acre/feet

YTD Cash for Grass Dollars – \$72,831.50

YTD Total Square Feet of Grass Removed – 41,753 sq. ft.

Water saved through the Cash for Grass Program – 2,705,516 gallons

YTD other Rebate Programs Total Dollars Paid Out – \$20,176.

Rate Assistance Program

District Now Accepting Applications; Program Begins January 1, 2015

Low income seniors aged 62 and older are getting an opportunity to receive assistance on their water bill. The Palmdale Water District is now accepting applications for qualified households to receive up to 50% off their monthly service fee. Households must have a 5/8" or 3/4" meter, and be enrolled in either the Southern California Edison or Southern California Gas Company CARE program to be eligible.

The program is funded through existing lease agreements between the District and cell phone companies that have towers located on District owned property. Initially, up to \$150,000 annually will be available in rate assistance, with any remaining available funds rolling over to the next year.

Applications will be accepted year around or until funds for the program run out. Applicants must reapply each year or anytime a move is made. Additional information on program requirements can be found on the District website.



PWD's New Internship Program *Inspiring the Next Generation of Young Professionals*

There's a new vitality at the Palmdale Water District as the first group of interns arrived exuding a passion for learning. That enthusiasm was mirrored by the District's seasoned staff who are embracing the opportunity to share their expertise and knowledge with the next generation of workers from the Antelope Valley. It is an opportunity for the Palmdale Water District to work with some of the area's best and brightest students.

With over 30% of the Palmdale Water District work force having been employed for over fifteen years, the "baby boomer" effect is a major consideration for succession planning since many experienced utility workers will soon be reaching retirement age. The District, considered a level 5 system by the State Water Resources Control Board, requires top level expertise to operate the treatment and distribution functions for the water agency. Hands on experience and time on the job are in high demand.

Teaming up with local colleges, the District received over 400 applications for 3 internship positions to begin the fledgling program. Students will gain experience in the important areas of Information Technology, Customer Service, and Service Work (maintaining the District's water distribution system).

Both the Antelope Valley College and College of the Canyons have robust Water Systems Technology programs which assist students in preparing for the necessary preliminary certification

examinations required to operate water treatment and distribution systems. Strengthening the organization's relationship with these local academic institutions and providing opportunities for students interested in water resources, is a focus for the District's Board of Director's.

The recently adopted 2015 Strategic Plan includes objectives that incorporates "supporting young talent through internship opportunities" as part of the key initiative for assisting in Regional Leadership. The internship program provides introductory hands on experiences which allows the students to apply the knowledge they have acquired in class to a real world setting.

The Palmdale Water District's goal is to reach out to the community to promote highly-skilled labor in the Antelope Valley. Additionally, the District also connected with the Antelope Valley Youth Build organization whose students are volunteering their services to the District to beautify the District's facilities within the community.

Funding for the AV Youth Build comes from US Department of Labor grants which enable local youth ages 16 – 24 to complete their GED or obtain a high school diploma and "learn valuable skills as they build or rehabilitate" their communities. AV Youth Build's Construction Training Program was a perfect match for the Palmdale Water District.



Desert Gardening Highlights *How to Save Water and Have a Colorful Yard*



Lithops, better known as "Living Stones" are a very interesting and unique addition to any rock garden or desert landscape. Originally from South Africa, this 2 leaved succulent has adapted to severely dry and hot conditions. The leaves are firm and pithy, so as to retain water for use when drought conditions persist. From the plant family, *Mesembryanthemaceae*, Lithops produce flowers that resemble daisies. They are typically white or yellow and bloom in the autumn. These alien-looking plants, need very little water and enjoy Southern California climates. They grow best in sandy, well-draining soils, with filtered sunlight. You can typically find Lithops at a local nursery or can be ordered online.



Washingtonia filifera, better known as the California Palm, is the only palm tree native to western North America. The leaves, fan-shaped, are numerous and typically grow from the top with the stalks ranging from 3 - 5 feet in length. The trunk diameter averages 2-3 feet, and the tree grows upwards of 60 feet. Once the leaves and branches die, they droop downwards staying connected to the trunk. This provides added protection and habitat for birds, rodents, and other desert creatures. This tree was an important resource for the Cahuilla Indians of Southern California as they used the fruit for food, the seeds for flour, and the fronds for shoes and shelter.



Campsis radicans, or Trumpet Vine is an aggressively growing plant that is great for covering large areas quickly with its dark green, glossy leaves. The plant climbs using aerial rootlets which adhere to wood, brick, concrete, or any other surface the vine is near. The flowers, up to 3.5 inches in length, are trumpet shaped, and are orange to reddish orange in color. Ruby-throated hummingbirds are fond of these flowers and can often be seen hovering around them in search of nectar. The vine is also a great plant for erosion control as the root system is vast and can protect the soil from excessive rainfall or wind.