

PIPELINE



Recently Approved Water Rates Will Be Effective January 2025

New water rates for Palmdale Water District (PWD) customers will be reflected in the monthly water bills starting in January 2025. The 11% increase in water revenue was unanimously approved by the Board of Directors in November. The increase, however, will vary slightly for customers depending on their water use.

In a typical single-family household with a one-inch or smaller meter, customers will see their fixed monthly cost increase from the current \$54.43 to \$60.75, or by \$6.32. The typical household in the PWD service area uses an average of 14 hcf (hundred cubic feet) of water. The new cost for the average family would be \$87.04 per month, compared to the current \$74.21.

"Our Board adopted a fiscally sound plan that will give us the financial resources to upkeep the infrastructure, plan for a reliable water future and maintain an adequate reserve for emergencies," said PWD General Manager Dennis D. LaMoreaux.

Approved Revenue Adjustments				
2025	2026	2027	2028	2029
11%	11%	9%	9%	8%

The five-year water rate adjustments are 11% in 2025 and 2026, 9% in 2027 and 2028, and 8% in 2029.

The increases will allow PWD to meet all operations costs, fund \$249.4 million worth of capital improvement projects and ensure reserves meet the targeted \$39.4 million at the end of the five-year plan.

The rate plan was recommended by the independent economic consulting firm of Robert D. Niehaus, Inc., which spent months analyzing PWD's finances. The consultants used five years of financial data including budgets and audits; five years of detailed billing and consumption records; five years of water production history; and future water source and demand projections.

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Calendar:

Board Meetings

Mondays @ 6 p.m.
December 9, 2024
January 13 & 27, 2025
February 10 & 24, 2025
PWD Board Room

PWD Blood Drive

Thursday, February 13, 2025
@ 8 a.m. - 2 p.m.
PWD Board Room

Water-Wise Workshop: Mastering Your Water Use

Thursday, May 1, 2025
@ 5-6 p.m.
PWD Board Room

PWD Closures

Winter Closure
December 23-27, 2024

Martin Luther King Jr. Day
Monday, Jan. 20, 2025

Presidents Day
Monday, Feb. 17, 2025

2024 YEAR-END WRAP-UP

As 2024 draws to a close, Palmdale Water District is proud to reflect on a year marked by significant achievements and the continuing commitment to our mission of delivering safe, affordable water to over 126,000 residents. This year, we celebrated the 100th anniversary of the Littlerock Dam, honoring a century of water management, and broke ground on the Pure Water Antelope Valley Demonstration Facility. These milestones magnified PWD's dedication to a resilient, sustainable future for our community. Below are department highlights that made this year exceptional.

Water Quality

- Collected approximately 2,800 samples
- Conducted over 13,000 water quality analyses
- Successfully monitored 50 customer taps for lead and copper as required by state regulations



Customer Care

- Handled 164,541 phone calls
- Assisted 12,609 customers in the lobby
- Processed 87,811 customer work orders
- Managed 155 variance applications
- Processed 134 leak applications



Community Outreach

- Delivered 35 in-person presentations, reaching 896 Palmdale students
- Hosted an assembly for 210 pre-K and kindergarten students, featuring a "Water Cycle in a Bag" experiment
- Participated in seven community events
- Received two Public Relations Society of America - Los Angeles Chapter awards for the Pure Water Antelope Valley groundbreaking event and the Water Ambassadors Academy

Infrastructure

- Completed designs for Avenue Q Recycled Water and the Pure Water AV Demonstration Facility, both under construction
- Continued upgrading the 3M Booster Station and building Well 36
- Finalized the Palmdale Ditch Conversion design, with a Request for Proposals expected before the end of the year



Facilities

- Repaired 13 mainline leaks and 61 service line leaks
- Conducted maintenance on 1,380 valves and 436 hydrants
- Rehabilitated Well 15 with a new engine, column, oil tube, shaft and pump
- Secured the installation of three new electric vehicle charging stations at no cost to the District

2025 Rate Assistance Program Accepting Applications

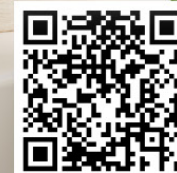


PWD is now accepting applications for the 2025 Rate Assistance Program, which offers financial assistance to seniors 62 and older, veterans and low-income families. Qualified participants can receive a \$25 monthly credit on their water bill. To apply, visit our website at www.palmdalewater.org.

Sign Up For Water-Wise Workshop: Mastering Your Water Use

In this workshop, you'll learn how to locate your water meter, read your water bills effectively, and gain practical tips on conserving water in your daily life. Join us for an engaging workshop on Thursday, May 1, from 5-6 p.m. at our main office located at 2029 East Avenue Q, Palmdale.

To sign up, scan the QR code.



Pure Water AV Construction is Live!

Construction has begun on the east side of our main building for the Pure Water Antelope Valley Demonstration Facility! This innovative project is a key step toward ensuring a sustainable and drought-resilient water future for our community. You can now watch the construction progress in real time through the live stream available on the website at www.purewaterav.org. Learn more about the facility and follow its development live!

CUSTOMER FAQ

1

Q: What is the recommended winter watering schedule for my landscape?

A: PWD suggests watering two days a week, using three 5-minute sessions per day, from November through March. When it rains, avoid watering for 48 hours.

2

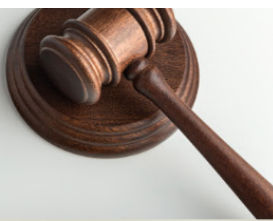
Q: Does PWD offer any free water-saving tools for customers?

A: Yes! PWD customers can receive a free water-saving tool. Contact our Water-Use Efficiency Team at 661-456-1001 or visit our main office to receive yours.

3

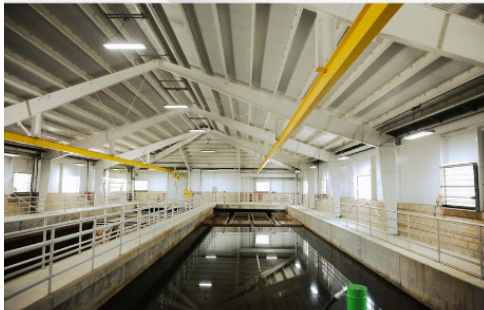
Q: How can I prevent my outdoor pipes from freezing?

A: Insulate your outdoor pipes by wrapping them with protective materials, such as foam pipe sleeves or heat tape, to keep them warm during freezing temperatures. The materials can be purchased at your local hardware store.



Two PWD Board Directors Win Re-Elections

Board Directors Kathy Mac Laren-Gomez (Division 4) and Cynthia Sanchez (Division 3) have been re-elected to continue serving the community. They were sworn in on Dec. 9 to begin their four-year terms.



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

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

Attention: This publication is available in Spanish on our website at palmdalewater.org.

Atencion: Esta publicacion esta disponible en Espanol en nuestro sitio web. Visite palmdalewater.org.



Become a PWD Water Ambassador!



The award-winning Water Ambassadors Academy allows interested community members to learn about Palmdale Water District's history, infrastructure, facilities, water sources, and future projects.

This program aims to engage and educate a diverse network of individuals in the Antelope Valley so that more people will become familiar with PWD.

The three-week program is free, but registration is required. Session 4 will include tours of the Leslie O. Carter Water Treatment Plant and the Littlerock Dam.



Sessions 1-3
 Time: 5:30 - 7:30 p.m.
 Wednesdays, April 9, 16, & 23, 2025

PWD Main Office
 2029 E. Avenue Q
 Palmdale

Session 4
 Time: 9 a.m. - 1 p.m.
 Saturday, April 26, 2025

Leslie O. Carter Water Treatment Plant and the Littlerock Dam

**Meals will be provided at each session.*



Scan the QR code to sign up.

For more information, please contact Public Affairs Specialist Michelle Trejo at mtrejo@palmdalewater.org or 661-441-5944.

Board of Directors

Scott Kellerman, Division 1
Don Wilson, Division 2
Cynthia Sanchez, Division 3
Kathy Mac Laren-Gomez, Division 4
Vincent Dino, Division 5

Executive Team

Dennis D. LaMoreaux
 General Manager/CEO
Scott Rogers
 Assistant General Manager/COO
Dennis Hoffmeyer
 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.