



### Rate Assistance Program Open Now

The Rate Assistance Program offers financial help to qualifying senior citizens, veterans and low-income families. Monthly service fees may be reduced up to 50%. Limited funds. Call 661-947-4111 for more info or to apply.



### PLEASE REPORT WATER WASTE

See water running down the street? Please call our hotline at 661-456-1099 to report leaks or water waste. Together, we can conserve 15% or more.

### 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.

2029 E. AVENUE Q  
PALMDALE, CA 93550



## BECOME A PWD WATER AMBASSADOR!

The Water Ambassadors Academy gives interested community members the opportunity to learn in-depth about PWD's history, infrastructure, facilities, water sources and future projects.

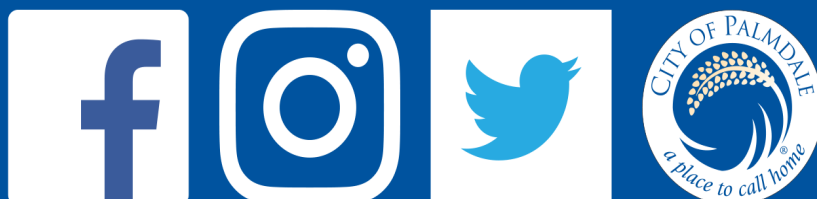
Sign up for the 2022 Water Ambassadors Academy

Sessions 1-3, 5:30-7:30 p.m., Wednesdays, April 13, 20 & 27  
Session 4, 9 a.m.-1 p.m., Saturday, April 30

The goal of this program is to engage and educate a diverse network of individuals in the community so that more people will become familiar with PWD and water-related issues. The three-week academy is FREE.

For more information or to sign up, please contact Public Affairs Director Judy Shay at [js Shay@palmdalewater.org](mailto:js Shay@palmdalewater.org) or 661-456-1041.

## Follow Palmdale News & Events



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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.

## New Well Construction & Pipeline Replacements Highlight Upcoming Infrastructure Projects

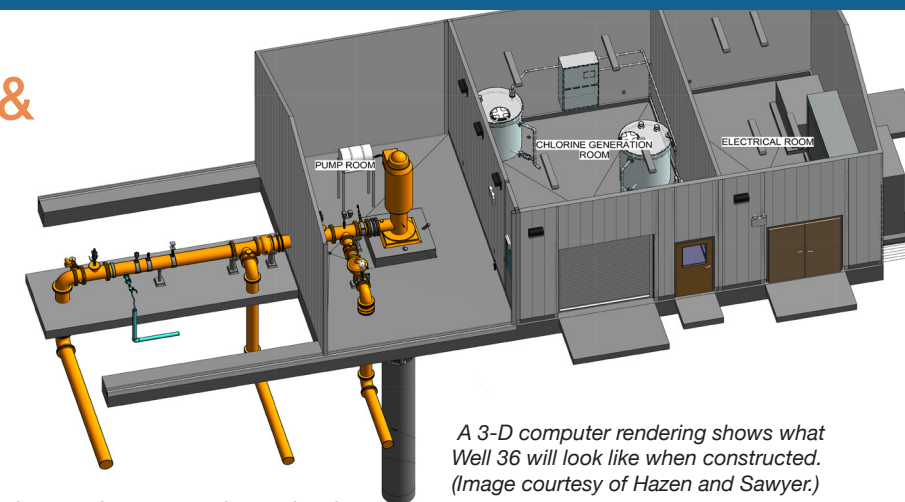
For the first time in nearly 30 years, Palmdale Water District (PWD) will be drilling a new well to replace old wells and increase water production to meet customers' needs.

Bids have been sought for the construction of Well 36, which will be located on 15th Street East north of Avenue P. If the drilling starts in March as planned, the \$3.5 million well should be operational by late fall of 2022 and producing about 1,500 acre-feet of water per year. One acre-foot equals 326,000 gallons of water. A family of four uses an average of 190,000 gallons of water annually.

"We haven't drilled a well since the early 1990s," said PWD Assistant GM Adam Ly. "This new well will beef up our water supply and provide the resiliency needed, especially since we are in a severe drought."

Well 36 is only one of many capital improvement projects (CIP) totaling more than \$13 million slated for the new year. The projects were identified in the 2019 Rate Study as critical to maintaining the upkeep of PWD's infrastructure. Many projects are being funded by a \$10 million bond issued in 2021.

One of the bigger projects that will impact the community directly due to extended construction is the mainline replacement that will stretch through Stanridge Avenue, 2nd Street East, 3rd Street East, Carolside Avenue, Avenue P-12 and Division Street. There will be a total of about 1.5 miles of 1950s pipes replaced, costing about \$2 million. The schedule



A 3-D computer rendering shows what Well 36 will look like when constructed. (Image courtesy of Hazen and Sawyer.)

calls for the six-month construction to begin in January. Residents will be notified before construction starts.

"This area has been very concerning for a while and requires a lot of our attention," Ly said. "We've had a lot of leaks, so it's good that we will be able to replace it. We are asking the community to be patient during the construction."

Two other smaller pipeline replacement projects are set for Avenue Q-6 from 12th Street East to 15th Street East and Avenue Q-10 and 12th Street East. They will cost about \$300,000 for 965 feet of pipes and \$200,000 for 500 feet of pipes, respectively. Construction is expected to start in the second half of next year.



The crew working on a pipeline.

"Of our 400-plus miles of pipes, there are about five miles that are from the 1950s, so we still have some to replace," Ly said. "But it's great that we can do these replacements with the support of the

residents. It's less leaks, less quality issues and decreases in unexpected repairs. We want to be able to continue providing high-quality water and have less water loss. It's reinvesting back into the system, the community."

Another large project lined up for 2022 is the replacement of the pumping station at the 3M reservoir at the corner of Avenue S and Sierra Highway. The pumping station will be upgraded so that it can better deliver water to higher elevations. It will also save energy costs. The \$2 million project is scheduled to be completed at the end of 2022.

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### CALENDAR

**Board Meetings**  
Mondays @ 6 p.m.  
Via Teleconference Until Further Notice  
Info Available on Board Agenda  
December 13  
January 10 & 24, 2022  
February 14 & 28, 2022  
March 14 & 28, 2022

### PWD CLOSURES

December 27-30  
Holiday Closure  
January 17, 2022  
Martin Luther King Jr. Day  
February 21, 2022  
Presidents Day

**SCAM ALERT:** PWD will never call customers to collect payments. If you have questions about your bill, contact our Customer Care Reps at 66-947-4111.

**Attention:** This publication is available in Spanish on our website at [palmdalewater.org](http://palmdalewater.org).  
**Atención:** Esta publicación está disponible en español en nuestro sitio web en [palmdalewater.org](http://palmdalewater.org).

# A LOOK AT 2021...

Palmdale Water District is pleased to report that 2021 has been a busy and productive year. Although the COVID-19 pandemic continues to require that precautions be taken by every employee, the virus is less of an issue than it was one year ago. In fact, our lobby doors were finally opened in the summer for all services with no appointments required. We celebrated the reopening with a Customer Appreciation event because we were excited to once again be fully serving the 126,000 people who depend on PWD to provide clean, high-quality, affordable water each day. Here are highlights from 2021:

- Assisted 32,687 individuals by phone and 1,062 in the lobby, including 1,244 new customers, and processed 196 leak adjustments that saved customers \$36,316 as of Nov. 30.
- \$3.4 million collected by the Engineering Department from developers for inspections, capital impact fees, etc.
- We welcomed 10 new employees!
- Spearheaded the establishment of the Special Districts Association of North Los Angeles County, the first California Special Districts Association chapter in L.A. County with members from the Antelope Valley and Santa Clarita Valley.



Water flows through the sedimentation basin at the treatment plant.

- 10,658 acre-feet of water were treated at the Leslie O. Carter Water Treatment Plant as of November 30.
- Repaired the approach bridge at Avenue S.
- Transitioning to a new website at the start of 2022.
- Added water truck, flatbed, and other numerous new vehicles to fleet.
- More than 1,200 Palmdale School District students received a PWD water education class.

## Water-Saving Rebates for Commercial Customers Now Available



PWD commercial and industrial customers looking for ways to save water and money during the statewide drought can now apply for rebates.

Businesses can apply for seven types of rebates. They are for landscape conversion, high-efficiency/dual flush toilets, moisture retaining soil additives, ultra-low/zero water urinals, weather-based irrigation controllers, rotating sprinkler nozzles and micro-irrigation conversion.

"In the spring when we began looking at ways to help our customers save water due to the pending drought, we knew we had to expand our reach to the commercial and industrial consumers," said Resource and Analytics Supervisor Claudia Bolanos. "We need everyone to conserve water, so we focused on the high water

users. We were pushing them to conserve and realized that we could help by offering rebates."

The largest rebate available is through the Water-Wise Landscape Conversion Program, which gives commercial customers up to \$3,000 for removing turf and replacing it with drought-tolerant plants and/or hardscape. Applications must be approved by PWD before work begins.

On a smaller scale, but just as important for long-term water savings, are the \$100 rebates for high-efficiency/dual flush toilets, \$300 rebates for ultra-low/zero water urinals, \$4/rotating sprinkler nozzle rebates and \$40/bag rebate for moisture retaining soil additive. For a full list of rebates, visit [palmdalewater.org](http://palmdalewater.org).



### Great News!

Landscape Conversion Rebate for Residential Customers Increased to \$3,000

Residential customers interested in converting their front yards to water-wise, drought friendly landscape can now earn up to \$3,000 back in a cash rebate. The amount was increased to encourage more participation during the drought.

To qualify for the Water-wise Landscape Conversion Program rebate, the design must be approved by PWD prior to the start of the project. A pre-inspection and post-inspection are also required.

For more information or assistance with the program, please call the Water-Use Efficiency staff at 661-947-4111 ext. 5002.

## PWD Water Supply

### 2021 Recap, Outlook for 2022 and Beyond

PWD Resource and Analytics Director Peter Thompson Jr., whose primary responsibility is ensuring there is adequate water supply, summarizes 2021's drought situation and shares his forecast.



Peter Thompson Jr.

Palmdale Water District needs roughly 6.5 billion gallons of water to meet customers' annual water demands.

The water needed comes from three sources: local groundwater, water stored behind Littlerock Dam and the California Aqueduct, also known as the State Water Project (SWP). In a normal year, PWD has 2.6 billion gallons of groundwater, 0.65 billion gallons from Littlerock Dam and 5.85 billion gallons available from the SWP for a total of 9.1 billion gallons. This would be more than enough to meet the current demands of customers. However, neither 2020 nor 2021 was an average year.

2021 was the second consecutive year of drought in California, and it was a severe one. The supply from Littlerock Dam was only 0.2 billion gallons, and our water available from the SWP was only 0.35 billion gallons. This left PWD with a supply gap of 3.35 billion gallons. The gap was covered by maximizing groundwater production, using previously stored SWP water, recalling water previously exchanged with other SWP agencies, purchasing supplemental water from other SWP agencies, and asking our customers to reduce their water use by at least 15%. PWD purchased close to 1.3 billion gallons of supplemental water in 2021 at a cost of over \$2 million dollars to cover the gap in 2021.

The water supply outlook for 2022 is very dry. The La Niña climate effect indicates that Southern California will probably experience a third consecutive year of drought. In Northern California where our SWP water comes from, the reservoirs are at critically low levels. These reservoirs must be replenished before they are able to provide water to the SWP. Because of the water deficit in the reservoirs, the Department of Water Resources has indicated that even with normal precipitation the SWP will still be operating at drought levels in 2022. PWD and its customers must prepare for a third year of drought. PWD is preparing for 2022 by getting the well field ready to maximize groundwater production and by searching out supplemental water supplies should they be required. Depending on the supply gap and the cost of supplemental water, PWD may move from voluntary conservation to mandatory conservation.

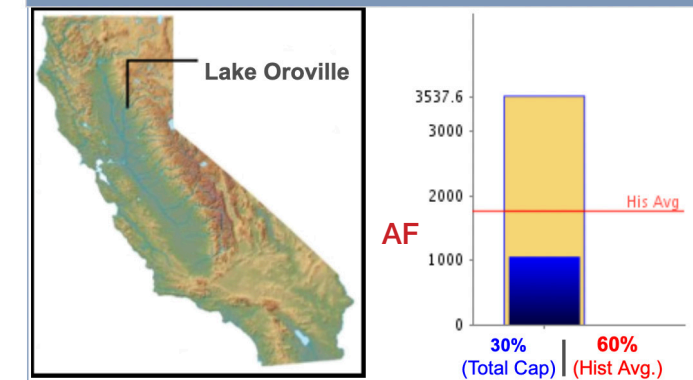
You can help prepare for a dry 2022 by taking steps to reduce your water use now. Every gallon you save now is a gallon available in 2022. By saving water now, you can help reduce the need and the cost of purchasing supplemental water and minimize the severity of conservation restrictions in 2022. Please visit PWD's water conservation page at [palmdalewater.org](http://palmdalewater.org) for suggestions and rebate programs.

The outlook for the future suggests that California will see more frequent cycles of heavy precipitation and droughts. To prepare, PWD is actively engaged in projects that include improving storage capacity at Littlerock Dam, boosting well field reliability, maximizing recycled water use and buying stakes in water banking projects. These exciting projects will improve water resiliency for PWD and its customers for the long term and reduce the impact of future droughts.

## STATE WATER PROJECT

Water that PWD receives from the State Water Project comes from two of the 12 major reservoirs in the state. They are Lake Oroville and San Luis Reservoir. Due to the last two dry winters, both reservoirs are critically below their average levels. Lake Oroville sits at 30% and San Luis is at 24% of their total capacity. Without improved percentages, PWD will only receive a minimum allocation of surface water supply in 2022.

### OROVILLE - STORAGE CONDITIONS AS OF NOVEMBER 30, 2021

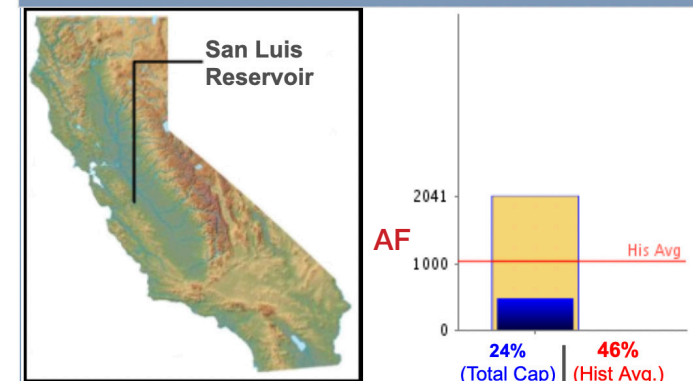


- Storage: 1,054,996 AF
- 30% of Total Capacity
- Total Capacity: 3,537,577 AF

• 60% of Historical Avg. For This Date

(Courtesy of CA DWR)

### SAN LUIS - STORAGE CONDITIONS AS OF NOVEMBER 30, 2021



- Storage: 480,402 AF
- 24% of Total Capacity
- Total Capacity: 2,041,000 AF

• 46% of Historical Avg. For This Date

(Courtesy of CA DWR)

## State's Water Shutoff Moratorium Ending Dec. 31

PWD is urging its customers who have delinquent bills to pay them by Dec. 31 to avoid water shutoffs. The California water shutoff moratorium, which started in April 2020 due to the COVID-19 pandemic, has prevented water agencies from turning off customers' water due to unpaid bills. The protection expires at the end of the year.

Customers with high balances are encouraged to take advantage of PWD's payment plan before shutoffs begin. For assistance, contact the Customer Care Department at 661-947-4111