



the PIPELINE

SUMMER 2023



CALENDAR

Public Meetings

- **Board Meetings**
Mondays @ 6 p.m.
 - June 12 & 26
 - July 10 & 24
 - August 14 & 28
- PWD Main Office
2029 East Avenue Q

Event

- **Water-Wise Workshop: Customize Your Yard**
Tuesday, Sept. 26
@ 5-6 p.m.
PWD Main Office
2029 East Avenue Q

PWD Closure

- **Fourth of July**
Tuesday, July 4

All PWD Emergency Drought Restrictions Removed Amid 100% Water Allocation from State

After two years of strict drought regulations due to a historic statewide water shortage, Palmdale Water District (PWD) customers are no longer being asked or required to conserve water. The epic rain and snowstorms this winter and spring have ended the drought and will provide more than enough water to supply customers for the year.

(Continued on page 2)

(Continued from page 1)

“We are pleased to rescind the Emergency Drought Regulations and the voluntary stage of our Water Shortage Contingency Plan,” said PWD General Manager Dennis D. LaMoreaux. “For two long years, our customers have worked hard to help us conserve water by following the strict guidelines. We appreciate all the effort. It’s great to finally have a year when everyone can relax a little bit.”

Last month, the PWD Board of Directors voted to remove all emergency drought restrictions, which began in 2021 as a voluntary phase. It became mandatory 20% conservation one year later and returned to voluntary this past March. In April, the Department of Water Resources informed its 29 State Water Contractors, including PWD, that they would receive 100% water allocation for the year.

It is the first time in 17 years that the annual State Water Project (SWP) allocation is at the full amount, which for PWD is 21,300 acre-feet (AF), or 6.8 billion gallons, of water. Annually, PWD requires about 20,000 AF of water to meet the needs of its 126,000 customers.

Along with surface water from the SWP, the Littlerock Reservoir is full of water from the San Gabriel Mountains’ rain and snowmelt. Since Jan

uary, water from the reservoir has been flowing via the 8.5-mile Palmdale Ditch to Lake Palmdale where it is stored before entering the Leslie O. Carter Water Treatment Plant.

In addition to meeting customers’ needs, this year’s water supply will allow the District to also bank water in the Antelope Valley, meet water transfer agreements, create new agreements for the future, and store at least 5,000 AF for 2024.

“We have plenty of water for this year and will have a good carry-over amount,” said Resource and Analytics Supervisor Claudia Bolanos. “However, we would ask that everyone continue to still think about conservation and use water wisely.”

Although the emergency drought restrictions have ended, the District’s Water Waste Policy is always in effect. They include prohibiting the watering of outdoor landscape within 48 hours of measurable rainfall and car washing without an auto shutoff hose nozzle. For a full list of the Water Waste Policy’s 11 restrictions, please visit www.palmdalewater.org.



PWD FIRST IN THE STATE TO USE NEW TECHNOLOGY TO REMOVE CARBON & ELIMINATE BRINE WASTE

The Pure Water Antelope Valley Demonstration Facility will be the first advanced water treatment plant in California to use cutting-edge, direct air technology to remove carbon using brine.

“Successful deployment of this first kind of technology will bring great opportunity to save ratepayers money and allow us to generate nearly all of the 5,325 acre-feet of recycled water we are allowed,” said PWD Engineering Manager Scott Rogers.

The technology will be installed and paid for by Capture6, a public benefit corporation, at the Demonstration Facility that will be the test site for treating recycled water. Stantec is designing the project.



WATER-WISE WORKSHOP: CUSTOMIZE YOUR YARD

Join Brad Hayes from Greenbee Landscaping as he shares his insights on various landscaping materials and ideas to bring your yard to life.



**GUEST SPEAKER:
BRAD HAYES
GREENBEE LANDSCAPING**

**Desert Landscape Specialist,
Lecturer & Greenbee Owner**

**SEPTEMBER 26, 2023
5-6 P.M.
PWD MAIN OFFICE
2029 E. AVENUE Q**

ALL ATTENDEES WILL BE ENTERED IN A RAFFLE FOR A NATIVE PLANT FROM GREENBEE.

Attendance will be limited, and registration is required. To sign up, scan the QR code below or visit <https://bit.ly/WATERWISESEPT26>.



CUSTOMER CARE CORNER



Ask Customer Care Supervisor Tara Rosati!

1 Q: I have received calls from unknown numbers asking for payment of my PWD bill. Is this a scam?

A: Yes, it is a scam. PWD does not call customers for payment. Our field staff also do not collect payments.

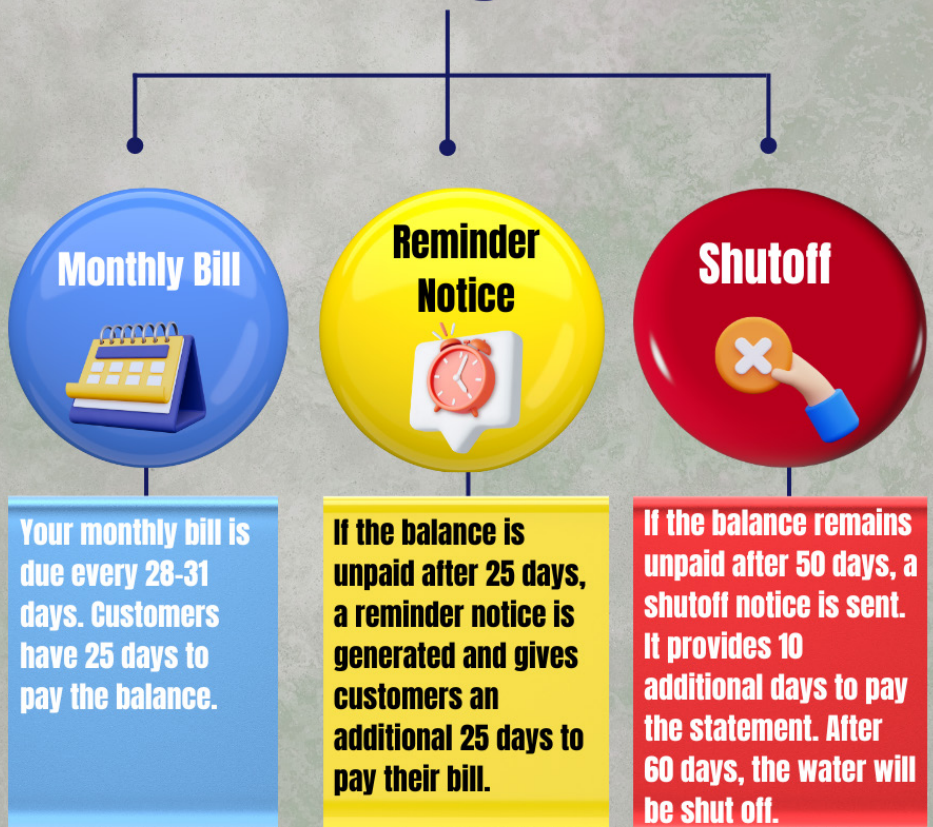
Q: I noticed my meter box is broken. Can PWD fix it?

2 A: If your meter box is broken, call Customer Care at 661-947-4111 or visit our main office at 2029 East Avenue Q.

Q: I have more than four people residing in my house, but my bill says I have four. What can I do?

3 A: The indoor water budget allocation is calculated for a four-person household. Customers may receive an additional 55 gallons per day for each added person. Visit our website at www.palmdalewater.org to apply for an increase in water allocation.

PWD Billing Timeline



PWD Consumer Confidence Report

(2022 Results)

Available Online Starting July 1, 2023

This notice contains instructions for you to obtain important information about your drinking water.

Palmdale Water District provides the Consumer Confidence Report to inform customers about the quality of our water. We are proud to report that our water met or surpassed all federal and state drinking water standards in 2022.

You can download the report using the link and by scanning the QR code provided below, or you can have a printed copy of the report mailed to you by calling PWD at 661-947-4111.

https://www.palmdalewater.org/wp-content/uploads/2023/04/2022_CCR.pdf



Attention landlords, businesses, schools, and other groups, please share this information with tenants, students, and other water users at your location who are not directly billed customers of Palmdale Water District.

Commercial Rebate



Apply for the Water-Wise Landscape Conversion Program. Commercial customers can receive up to \$2 per square foot of conversion. For more information, contact Water-Use Efficiency Specialist Maria Avelar at 661-947-4111 ext. 1001.

Congratulations to the graduates of the 2023 Water Ambassadors Academy!



If you're interested in the 2024 Water Ambassadors Academy, contact Public Affairs Specialist Michelle Trejo at 661-947-4111 ext. 5944.



*Ad provided by the City of Palmdale.

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 EAST AVENUE Q
 PALMDALE, CA 93550

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.

FIREWORKS Celebration
THE PLATINUM GROOVE
SAT JUL 1

BRIAN MCKNIGHT
SAT JUL 8

COLLECTIVE S · U · L
SAT AUG 5

GARY ALLAN
RUTHLESS TOUR
SAT AUG 19

www.PalmdaleAmphitheater.com

Board of Directors

- Scott Kellerman**, Division 1
- Don Wilson**, Division 2
- Gloria Dizmag**, Division 3
- Kathy Mac Laren-Gomez**, Division 4
- Vincent Dino**, Division 5

Executive Team

- Dennis D. LaMoreaux**
General Manager/CEO
- Adam Ly**
Assistant General Manager/COO
- Dennis Hoffmeyer**
Finance Manager/CFO

The Pipeline is published by Palmdale Water District's Public Affairs Department.

EDITOR/WRITER
Judy Shay, Public Affairs Director

DESIGNER/WRITER
Michelle Trejo, Public Affairs Specialist

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.

