



Rosamond Community Services District

Official Newsletter of Rosamond Community Services District - July 2020



Contact RCSD via email for the best service

We have recently seen comments on social media about people having difficulty getting through to an RCSD customer service agent on the phone. This is due to an increased call volume and our staff working off-site in response to the continuing COVID-19 pandemic. For the best response when contacting customer service, please email us at customerservice@rosamondcsd.com and we will respond by the next business day.

If you have a question about your bill, you can also contact us through our website by navigating to rosamondcsd.com, hovering over 'Customers' and selecting '[Billing Questions](#)'.

If you have an emergency, please call 661-816-5345. This line is available 24 hours a day.

Stay at home orders bringing higher water bills for many

The current COVID-19 pandemic has changed our lives and routines in ways we never imagined. One of the more surprising changes is an increase in water usage and higher water bills.

We recently saw several of our customers post about higher than normal water bills on social media. Looking into the matter we found that many customer's usage is up. In fact, district-wide water usage from May to June 2020 increased by 62%.

There are several factors at play here. The first is the warmer weather. As the temperature rises, so does water usage as people fill and maintain their pools, water their lawns more frequently to keep them green, and turn on their swamp coolers.

Staying home is also causing many customers to use more water than normal. We're going to the restroom at home instead of at work or school, using water with every flush. Cooking at home more often means more water used to cook meals and clean up after, especially when it comes to dishes. Some people who would shower at the gym are now showering

at home. The unfortunate cancellation of many annual vacations is keeping people home using water when they traditionally would not be.

If you think about how your own life has changed during the stay at home order you will likely be able to think of other examples of increased water usage. These little increases can add up to a big change in your water use and water bill.

You can track your water usage on your monthly service statement. The orange bar graph in the middle of the page on the left shows your monthly usage for the last 12 months. There is also a usage comparison between the month being billed and the same month of the previous year on the back of your bill, in the top right corner. This usage is listed in units of hundred cubic feet (HCF), which is 748 gallons.

There are plenty of easy ways to reduce your water usage and save some money on your water bill. Try searching 'easy water conservation' online for more information. If you think your increased usage cannot be explained by hotter weather and staying at home, feel free to reach out to us.



Don't let deferred bills sneak up on you

We are all working together to make it through the current pandemic. RCSD has not been disconnecting past due accounts as part of this effort. However, it is important to remember that if your water is still connected you are still accruing monthly charges that will come due and need to be paid.

Do not wait and let your bills pile up if you are in a difficult financial situation. Contact us so we can find a solution before past due water bills become a burden. The best way to do this is by emailing us at customerservice@rosamondcsd.com.



Only flush TP

Despite toilet paper again being freely available, our sewer treatment plant team continues to see an elevated amount of filter and screen clogging debris coming through and stopping up our system. Please help keep our community sewer system healthy and affordable by only flushing toilet paper with your waste down the toilet. Wipes (even those marked as flushable), paper towels, rags, and other materials should only be thrown in the trash and never flushed.

