



Rosamond Community Services District

Official Newsletter of Rosamond Community Services District - January 2021

Each New Year, we take a moment to reflect on what we accomplished the previous year and wonder at what the next will hold for us. No doubt, when January 1st, 2020 rolled around, no one knew what was coming. Despite the pandemic, the shut-downs, distance learning, and all the other challenges that came, we made it to 2021.

With this in mind, here is a look back at 2020 and a hopeful look forward to 2021.

COVID Response

One of the most significant accomplishments we've had this year has been our response to COVID-19. Our team quickly adapted to changing circumstances and developed policies and procedures to keep our community and staff safe. They accomplished this all while still providing the water and sewer service that Rosamond depends on.

As part of our efforts, we closed our office and transitioned our customer service team to work from home. This helped reduce the chance of exposure and transmission. We also outfitted our service crews with personal protective equipment and sanitization materials.

Recognizing the difficulty that comes from not being able to physically visit our offices or attend meetings, we ramped up our community outreach, developing new ways to communicate with our customers and improving those already in place. We also continue to work with our customers who are experiencing financial hardship to find workable solutions to keep their accounts in good standing.

We helped our community grapple with some of the more unexpected consequences of the COVID-19 pandemic. One was the stark increase in water usage due to people staying home all day when they would usually be at work or school. Another issue was problems with the sewer system arising from things other than toilet paper being flushed down the toilets. We initiated public awareness campaigns that both helped answer questions about and provide practical solutions to these issues.

We are ready to keep moving forward in doing what we can to help our community in this pandemic, ensuring all of our customers have access to a safe water supply and hygienic sewer service.

2020 by the Numbers

In addition to the extra projects detailed in this newsletter, RCSD still fulfilled its primary purpose of serving Rosamond by delivering clean water, treating sewage, and cleaning up graffiti. Here's a look at just how much of this RCSD did in 2020:

- **Delivered 812,300,000 gallons of clean water**, enough to fill about 840 water bottles or two and a half bathtubs full of clean water per Rosamond resident per day.
- **Treated 419,332,500 gallons of sewage** or one 55 gallon barrel per Rosamond resident each day.
- **Cleaned 72,320 feet of sewer mainline**, enough to reach from Rosamond to Lancaster.
- **Repaired 207 main and service line leaks**, an average of one repair every 42 hours.
- **Spent 29 days removing graffiti**, almost an entire month of the year.
- **Completed 1,793 work orders** or almost five work orders every day of the year, including weekends and holidays!

Community Outreach

One of our big focuses in 2020 was community outreach. You've likely noticed the publication of this newsletter in paper bills, as well as its distribution through email. We've also been sending time-sensitive community alerts via email.

If you are a Facebook user, you may have noticed more information being published on our page, including community announcements and general manager updates. You can find us on Facebook at [facebook.com/RosamondCSD](https://www.facebook.com/RosamondCSD). We also started a YouTube channel, [RCSD Media](#), where we post videos that have been featured in emails and on our Facebook page.

These are all facets of our comprehensive push to increase communication with our community.

Rosamond Water Reclamation Plant

Work continued on the rehabilitation and expansion of the Rosamond Water Reclamation Plant. This construction project began in November 2019, progressed all year in 2020, and is projected to finish in the second quarter of 2021. This project is vital to Rosamond's water security due to pumping limits levied by the adjudication (you can read more about the adjudication in our [September 2020 newsletter](#)).

This project is not only repairing plant infrastructure that was installed decades ago, but it is also significantly increasing the plant's capacity and recharge ability.

You can view the progress made on the RWRP yourself by visiting our website, rosamondcsd.com, hovering over 'Customers,' and clicking '[Rosamond Water Reclamation Plant](#)' from the menu.

ACP Pipeline Replacement

Another big project that RCSD undertook in 2020 was installing almost two miles of modern, higher capacity PVC pipeline. This new pipeline replaced around 9,700 feet of obsolete ACP pipeline. In doing so, RCSD has increased this

vital water delivery pipeline's capacity and prevented countless costly leaks and repairs due to aging infrastructure.

This project also extended the pipeline by 300 feet and included the installation of 17 new fire hydrants. We received many compliments from customers about how the repairs were conducted and the repair crew's focus on maintaining resident access.

Replacing aging infrastructure before it becomes a money pit and expanding capacity to meet future needs is part of the big picture strategic planning at which our staff excels. You can read more about the ACP Replacement project in our [August 2020 newsletter](#).



New Bills and Billing Policies

2020 also saw some changes to billing that allow us to keep our customers better informed and help protect them from covering the unpaid balances of delinquent accounts.

The new bills contain more information in more detail, including current and historical usage, important messages, account information, and pricing tiers. For more information on the new bills, visit our website, rosamondcsd.com, hover over 'Customers,' and click '[New RCSD Bills](#)' from the menu.

New billing policies were enacted in 2020 in direct response to state legislation. These are reflected on our Billing FAQ page on our website and can be found by hovering over 'Customers' and clicking '[FAQ](#)' from the menu.

