

## **Rosamond Community Services District**

Official Newsletter of Rosamond Community Services District - August 2021

## Voluntary Water Conservation Order Still in Effect

Voluntary water conservation orders continue to be in effect as California remains in the grip of exceptional drought. In our July 2021 Newsletter, we detailed the Governor calling on Californians to voluntarily reduce their water use by 15% from 2020 levels. While this order is voluntary now, we have learned from past droughts such orders can quickly become mandatory, with state-issued fines and penalties attached. Voluntary conservation today can help stave off mandatory restrictions down the road.

RCSD remains your partner in conservation efforts. Please reach out to us if you need help identifying your most significant water uses or finding ways to conserve. You can also see our June 2021 Newsletter for easy water conservation tips.

# Late Charges and Shutoffs for Non-payment Resumes Next Month

The temporary California order preventing late fees and water shut-offs on delinquent accounts will end on 30 Sep 2021. Late fees and shut-off of delinquent accounts will resume next month, beginning October 1st.

The order only postponed late fees and service disconnections for non-payment. RCSD has continued billing customers for their water and sewer use and collecting money to pay those bills.

If you have a delinquent account, please reach out to us. Our customer service team is ready to explore options to help get your accounts current again. We can work with

our customers to find solutions, such as payment plans. But we cannot help if you do not reach out to us.

There are also federal assistance programs available to those who qualify that can help offset the amount of money you owe. Please take advantage of them. If you need help, please reach out to our customer service team.

## Not Seeing RCSD Emails? Check Your Spam Folder

Have you emailed RCSD customer service or signed up for our email alerts and newsletters but never got anything in reply? Your email provider may be accidentally forwarding RCSD emails to your spam folder. Check your spam folder today, and be sure to mark RCSD emails as not spam. If you need help, reach out to your email provider for support.

## **Bulky & Hazardous Waste Events**

Here are the free household hazardous and bulky waste drop-off events happening this month. Remember, you should <u>never pour household hazardous waste down the drain</u>. Help keep Rosamond clean and healthy!

### Household Hazardous Waste Drop-off

4 Sep 2021, 9am-12pm Mojave Special Waste Facility 17035 Finnin St, Bldg #2, Mojave

#### Household Hazardous Waste Drop-off

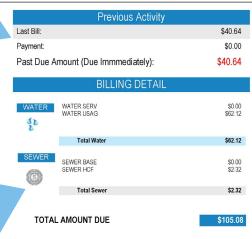
11 Sep 2021, 8am-12pm Waste Management Rosamond Yard 1713 Sierra Hwy, Rosamond Official Newsletter of Rosamond Community Services District - August 2021

## **Understanding Your Water and Sewer Usage Bill**

Like many water providers, RCSD bills base rates on the tax roll and sends out monthly bills to cover usage. Here's what your monthly usage bill looks like.

## Recent billing activity and balance

### Water meter size and readings



Compare current water usage to the same time last year

Please make sure to pay your bill by the due dates to avoid additional penalties and door tag fees.

The bill is considered delinquent on the tenth (10th) day of the month, and a 10% penalty will be assessed on the unpaid balance on the twentieth (20th) day of the month.

Water use broken down by tier (Different customer types have different tiers)

Bill breakdown and total

 PRICING TIERS
 COST PER UNIT
 USAGE IN UNIT
 WATER CHARGES

 1-7 hcf
 2.91
 3
 8.73

 8-21 hcf
 3.21
 12
 38.52

 >21 hcf
 4.03
 8
 32.24

WATER USAGE INFORMATION
1 Unit = 748 gallons

Prev. Year Usage (CF) Current Usage (CF)

21.00

5/8 METER"

## Important billing information

SEWAGE USAGE INFORMATION

 Prev. Year Usage (CF)
 Current Usage (CF)

 9.00
 8

 100 HCF = 748.05 gallons

#### ROSAMOND CSD

Office Hours Monday, Tuesday, & Thursday: 8:00 AM - 4:30 PM Wednesday: 9:00 AM - 4:30 PM Closed on Friday

Customer Service; Billing Inquiries: **24 Hour Emergency Service:** Pay online at: www.rosamondcsd.com

Pay online at: www.rosamondcsd.com 24/7 Access
Pay using the Automated Phone (661) 256-3411
Pay System 24/7 option 1

(661) 256-3411

(661) 816-5345

You will need your phone payment ID to utilize the system. The phone payment ID is located on the payment coupon.

Compare current sewer usage to the same time last year

UPDATE CONTACT INFORMATION	
NAME:	
MAILING ADDRESS:	-
CITY/STATE/ZIP:	
TELEPHONE: ()	
EMAIL:	

Easily update your contact information here

Important RCSD contact information

