



Rosamond Community Services District

Official Newsletter of Rosamond Community Services District - April 2022

Late Fee and Service Disconnections Resume in July

The state of California enacted several emergency measures regarding past due accounts during the COVID pandemic. However, these measures have either already expired or are set to expire soon. Despite these emergency measures, you are still responsible for paying for the water and sewer service you received, including any unpaid balances during the pandemic.

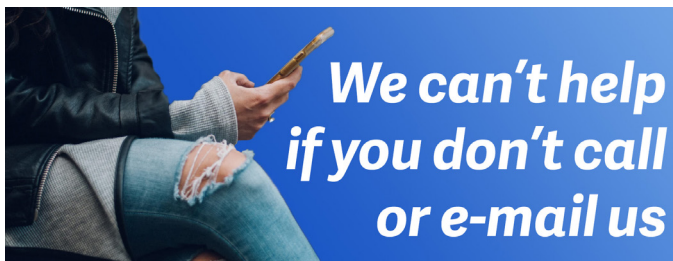
Late fees and service disconnections for delinquent accounts will resume on July 1st, 2022. What does this mean for our customers?

If your account is in good standing (paid off each month), there will be no impact.

If you have an unpaid balance on your account, it will begin to accrue late fees.

RCS D will begin processing a service disconnection for severely delinquent accounts

If you are carrying an unpaid balance on your account from month to month, or if you are unable to pay your water and sewer bills, please reach out to our customer service team so we can help you bring your account back into good standing. We have options to help our customers, but we cannot help you if you do not contact us.



How to contact the RCS D customer service team

Phone: 661-256-3411

Mon, Tue, and Thu: 8am to 4:30pm,
Wed: 9am to 4:30pm, closed Fri

Email: customerservice@rosamondcsd.com

Website: rosamondcsd.com, under CUSTOMERS select [Billing Questions](#)

Again, RCS D is your partner in accessing clean and healthy water. If you are unable to pay your bill or overdue balance, please reach out to us so we can help you.

Online Payment Problems Fix

We love extending our customers the convenience of our 24/7 online payment portal. However, keeping the payment portal secure in a world of ever-evolving security threats can be a challenge. That's why we partner with industry experts to provide you with this service.

A new security patch was rolled out in March 2022 that added new features to keep you safe. Unfortunately, this patch also caused some of our customers to experience a grayed-out pay button or an error message, "Captcha Token was not found in the request."

The good news is that there is an easy fix! Simply **clear your browser's cache by pressing CTRL+F5 to reload the page.**

For more information on the issue and fix, including how to clear your browser's cache on your mobile device, [click the link](#) in the SPOTLIGHT section of our homepage at rosamondcsd.com

Drought Continues To Worsen

California continues to be gripped by drought as we experience drier than average weather. Every part of the state is currently in a condition of moderate drought, with over 93% of California experiencing severe drought (as of 4 Apr 22).

Looking at Kern specifically, 89% of our county is in a state of extreme drought, with the remaining 11% in severe drought. 2022 has been Kern's third driest year since records began being kept 128 years ago. Under these conditions, we can expect a year-round fire season and inadequate water for agriculture.

Thank you for your sustained efforts to conserve and use water efficiently as we grapple with this drought. We will continue to do our part to ensure the community of Rosamond has a secure supply of safe and healthy drinking water to meet our needs.

Easy Efficiency Tip: Switch Up Your Showerhead

Showers account for significant water use in our homes. As with toilets (as mentioned in our February 2022 newsletter), older showerheads are much less efficient than newer ones. Most modern showerheads use 2.5 gallons of water a minute, with EPA WaterSense showerheads using 2 gallons or less a minute.

If you have an older showerhead, consider an upgrade! Modern showerheads use less water and still offer great pressure and cleaning performance. It's an easy way to make a considerable water efficiency upgrade.

Even if you are using a modern showerhead, a ten-minute shower would still use about

half of a 55-gallon drum of water! Shortening your shower is a quick and easy way to reduce your water use.

Turn Green Lawn Into Green Dollars

RCSD customers are now eligible for a new lawn reduction rebate program that offers \$1 per square foot of living lawn removed, landscape design assistance, and even free plants! To learn more, visit:

avr.cd.org/grass-reduction-program

Bulky Waste Dropoff Date

Trash dumped in our deserts is a blight and community hazard. Do your part by disposing of your bulky trash items the right way. On Saturday, June 4th, Waste Management is hosting a free bulky item drop-off event at their facility in Rosamond. Remember: No hazardous waste or tires allowed.

**Free Bulky Waste Drop-off
Waste Management Rosamond
Saturday, June 4, 2022
8am-12pm.**

Household Hazardous Waste Events

Despite being commonly available and used, household chemicals can be dangerous and toxic. That's why it's vital to keep them out of our water supply. Never dump household chemicals down drains, toilets, or in the desert. Instead, drop them off at one of Kern County Public Work's upcoming free household hazardous waste events.

**Saturday, May 7, 9am - 12pm
Mojave Special Waste Facility
17035 Finnin Street**

Remember to label each container and to NEVER MIX CHEMICALS. Leaking containers will not be accepted.

