



Rosamond Community Services District

Official Newsletter of Rosamond Community Services District - November 2022

Don't Pay For Someone Else's Water - Keep Your Account Info Up To Date

As an RCSD account holder, you are responsible for paying for all the water that passes through the water meter at your service location. Recently we have had several customers sell their homes or property and move away without discontinuing their RCSD services. When the new owners came in, they were receiving water and sewer service at the previous owners' expense!

The good news is that these extra expenses are easily preventable by keeping all of your account information up to date. The better news is that opening and closing accounts and updating your contact information can be done anytime night or day, on our website, rosamondcsd.com.

Opening and closing accounts

You can easily [Apply for Service](#) and request a [Service Disconnection](#) under the [CUSTOMERS](#) tab of our website. Remember that only the property owner can open or close an account with RCSD. All tenants must go through the owner of the property they are renting or leasing.

Updating your contact information

Your contact information is how RCSD communicates essential news, like your monthly charges, rate changes, notices of public hearings, health and safety alerts, and this newsletter. You can [Update Your Contact Info](#) under the [I WANT TO...](#) tab of our website.

We are all trying to get the most out of our money in today's economy, especially during the holiday season. Don't let your money go down the drain because of outdated account info.

Holiday Closures and Meeting Schedules

As the holidays approach, many of us make an effort to spend time with our family and friends, rekindling those bonds that we relied on during the pandemic. Each year we afford the RCSD team that same opportunity by canceling and moving regular meetings and closing our office for a few days.

Regular Board Meetings

Our regular board meeting will be held on Wednesday, December 7th, at 5:30pm. The second meeting of the month will be canceled. A special board meeting may be called if urgent business arises.

Office Closures

Our offices will be closed the last week of December 2022. The last day the office will be open for business in 2022 is Thursday, December 22nd. Please be sure to take care of any business you have by then.

It's important to note that even when the RCSD office is closed, we always have a team of professionals on-call and ready to serve should the need arise.

You can check meeting schedules and office closures at any time on our website, rosamondcsd.com, by clicking the [Calendar](#) link under [CUSTOMERS](#).

Stage 2 No Waste Program Guidelines

Lawn and Landscape Watering

- Watering every other day or less frequently (You pick the days)
- No more than 11 minutes per watering station each morning and/or evening (No limit on drip systems)
- No watering between 7am and 8pm, April through September
- No watering between 10am and 6pm, October through March (You can water anytime during freezing weather)

Other Water Waste Limits

- Avoid irrigation runoff, especially anything longer than 5 minutes
- Fix water leaks within 24 hours of discovery
- No spraying down paved areas (sidewalk, driveway, patio, etc.)
- Only wash cars with a shutoff nozzle on the hose
- Decorative ponds, fountains, pools, and lakes must recirculate water.
- Water by request at restaurants

New Account Numbers Are Coming Next Month

We are excited to announce the final phase of the billing system change we have covered in previous newsletters. The new RCSD billing system has been set up, tested, and is scheduled to go into service next month. While most of this system changeover will be transparent to our customers, you need to be aware of two significant changes.

First, you will be assigned a new account number in our new billing system. This new account number will be easy to find at the top and bottom of the front page of your utility services statement (your monthly bill). You can expect your new account number to be on your December 2022 statement that you will receive in January 2023.

Make sure you update your account number on your bill-pay services. Failure to do so will result in your payment being rejected.

The second change is related to the first and will make your life easier if you pay by telephone. You will use your new account number to pay your bill over the phone. A separate phone pay ID will no longer be required.

We apologize for the inconvenience that these new account numbers may cause you. This change is part of our continuing effort to bring our customers the best service at the lowest cost. If you need help with your account, please contact the RCSD customer service team during office hours at 661-256-3411 or customerservice@rosamondcsd.com any time, day or night.

