




## Rosamond Community Services District

Official Newsletter of Rosamond Community Services District - December 2022



Rosamond Community Services District

UTILITY SERVICES STATEMENT			
Customer Name	Account Number	Service Address	Statement Date
Jane Muroc	12345678	1234 Rosamond St	11/30/2022

### New Account Numbers Are Here

We've been talking about customers' new account numbers for the past few months. Those new account numbers are here! You can find your new account number on your December 2022 bill, which is typically delivered in the first few days of January 2023. You can find your new account number on both the top and the bottom of the front of your bill.

Please update any bill-pay services you use with your new account number. Our new system will not recognize payments made with your old account number. Also, if you pay by phone, you will now use your new account number to do so. You no longer need to use your old phone payment ID.

The introduction of new account numbers and the December maintenance outage of our online payment portal were part of RCSD's switching to a new billing system. We understand that these both posed an inconvenience for our customers. For this, we apologize. Unfortunately, changing billing systems was necessary because our old billing system was no longer compatible with modern computer operating systems. This presented a few problems.

As any expert will tell you, keeping your computer software up to date is vital to cyber security. Since our old billing system was not compatible with modern operating systems

and their updates, continuing to use it could present a security risk. Also, continuing with the old billing system would prevent RCSD from being able to update or upgrade other computer systems as they become outdated and insufficient.

Aside from overcoming these problems, the new billing system offers the RCSD customer service team new time-saving features and automation. This means our team can spend less time processing billing and more time giving our customers the personal attention they need.

Keeping our customers safe and well taken care of is at the heart of what we do here at RCSD. Thank you for your patience and understanding as we navigated this critical change. If you have any questions or need help with your new account number, please reach out to our customer service department anytime at [customerservice@rosamondcsd.com](mailto:customerservice@rosamondcsd.com) or during regular office hours at 661-256-3411.

### Save Money and Water by Finding and Fixing Leaks

The amount charged on your monthly usage bill is directly tied to how much water you use. You are responsible for paying for all the water that flows through your meter.

If your monthly usage bill is higher, more water has flowed through your water meter and into your home or yard. Water only flows through your meter if it has somewhere to go, like when used in toilets, sinks, washing machines, or sprinklers.

It can be normal to see small usage increases if you host holiday visitors, but if your usage is higher than expected, you might have a leak.

Leaks not only waste your valuable money but also one of our community's most valuable resources: water. One way to check for medium to large leaks is to see if water still flows through your meter when all your faucets and spigots are turned off. Follow these simple instructions to check for medium and large leaks:

Turn off every water user in your home. Check all faucets, spigots, water-using appliances (washing machine, dishwasher, etc.), and sprinklers to ensure they are off. Make sure no one flushes a toilet during your leak check.

Find your water meter and watch for signs of flow. Your water meter will likely be

somewhere between the street and your home. If you need help finding your water meter, contact us.

If every water user in your house is off, there should be no flow through the meter. If there are signs of flow, you likely have a medium or large leak and should seek help finding and repairing it as soon as possible.

It's worthwhile to periodically walk through your home looking for leaks, especially after a hard freeze. You can usually spot small leaks as drips, wet spots, or small pools of standing water. Most small leaks come from connections that are not sealed well and can be fixed with a \$2 roll of thread-sealing tape. Talk to your local hardware store for help.

Together we can make a significant impact by finding and fixing leaks, saving both money and water.

## **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