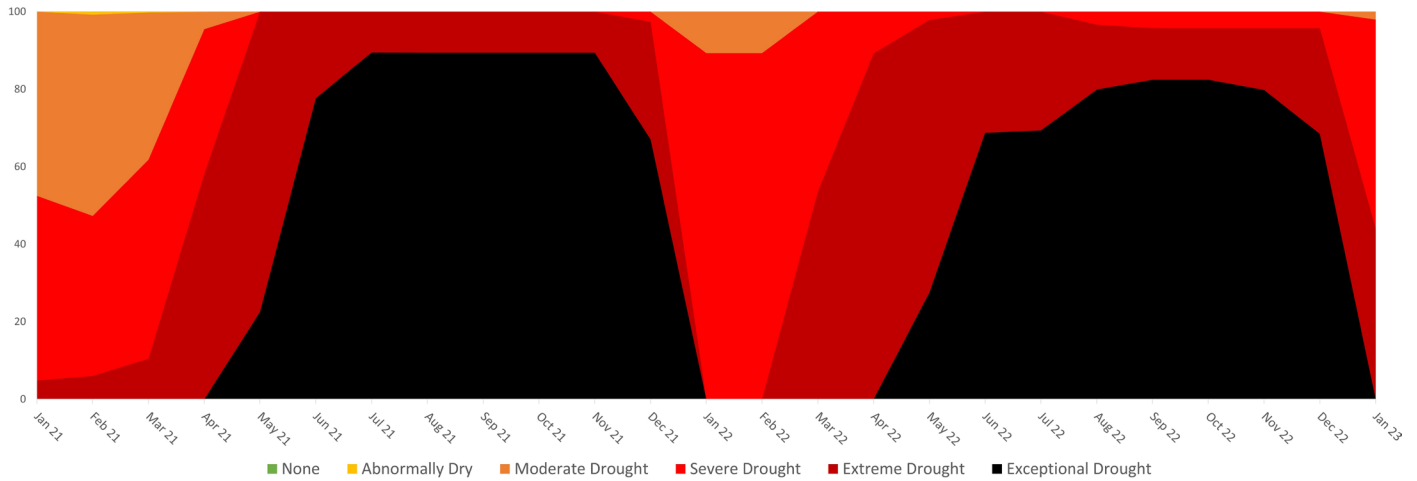




Rosamond Community Services District

Official Newsletter of Rosamond Community Services District - January 2023



Drought Continues Despite Storms

The California Drought continues, despite winter storms delivering above-average rain and snowfall in December 2022 and January 2023. The California Department of Water Resources (DWR) reported that the state-wide snowpack was 77% above average on January 3rd, 2023. However, DWR cautioned that we saw similar winter storms ease the drought last year before some of the driest weather in state history plunged most of California back into Extreme Drought conditions by May 2022.

The graph above shows drought conditions in Kern County from January 2021 to January 2023. The colors show what percentage of Kern County was in each drought category, from green (No Drought) to black (Exceptional Drought) each month. The red/dark red section between the two black blocks represents the impact of the winter storms we had in December 2021 and January 2022. You can see that the impact of the rain and snowfall from the storms was significant but short-lived.

In December 2022, the State Water Resources Control Board extended the emergency regulation banning wasteful water practices (like watering lawns when it rains) until January 2024. RCSD remains in Stage 2 No Waste Program Guidelines and will bring updates from the state as they become available.

Billing Software Conversion Complete

We are pleased to announce that we have finished the conversion to our new, modern billing software. Like any project of this size and scope, there were a few bumps along the way. That said, the conversion went off as planned without any significant issues.

Much of this success is due to the RCSD team using a staggered approach to implementation. Our team ensured customers always had options to pay their bills, even if something were to go wrong during the conversion, by only converting one part of the billing system to the new software at a time.

If you experience difficulty accessing the online payment portal, try these tips:

1. **Ensure you are using the new account number found on your current bill**
2. **Try using the Google Chrome web browser to access the site**
3. **Clear the cached images and files from your web browser**

Thank you for your patience and understanding as we seek ways to bring you the best service and rates possible.

RCSD Office Lobby Now Open

We are excited to welcome our customers back into the RCSD lobby for in-person business beginning February 1st, 2023. The business hours for the lobby and customer service phone line are the same as before the pandemic forced us to close our offices to in-person visits. Our online customer service options will continue to be available

for our customers who prefer the 24-hour convenience of our customer service email and self-help options on our website.

Office Hours and Upcoming Closure

Our customer service phone line and office lobby are open the following days and hours:

Monday: 8 am to 4:30 pm

Tuesday: 8 am to 4:30 pm

Wednesday: 9 am to 4:30 pm

Thursday: 8 am to 4:30 pm

Friday: Closed

Our office opens one hour later on Wednesdays to allow our team to conduct training, primarily to address current issues facing our customers. This helps ensure our customer service team is always ready to help you with whatever you need.

Our office will be closed for President's day on Monday, February 20th, 2023.

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