



Rosamond Community Services District

Official Newsletter of Rosamond Community Services District - March 2023

IF YOUR ACCOUNT IS DELINQUENT, PLEASE CONTACT RCSD CUSTOMER SERVICE BEFORE APRIL 27TH, 2023, TO EXPLORE PAYMENT OPTIONS AND AVOID LATE FEES OR SERVICE DISCONNECTION.

Penalty fees and service disconnections resume May 1st, 2023.

In an effort to keep water and sewer rates as low as possible, RCSD will resume charging penalty fees on unpaid balances and reinstate service shutoffs for severely delinquent accounts on May 1, 2023.

These actions apply to both residential and business accounts and are pursuant to our Non-Payment Policy, which was paused during the pandemic.

All customers who maintain accounts in good standing will not be affected by the reenactment of this policy. However, it is still vital for all of our customers to understand the important dates in our billing policy. If any of the days below fall on a weekend or holiday, the action described will be taken on the next business day.

- **1st day of the month-** Water and sewer usage bills are sent out and are due upon receipt for all customers.
- **10th day of the month-** If not paid in full by this date, an account is considered delinquent and will remain delinquent until paid in full.
- **20th day of the month-** A 10% penalty is assessed on that month's unpaid balance. This penalty is only assessed on the unpaid balance, and partial payment will result in a lower penalty amount.
- **60th day of delinquency-** Disconnection from water and sewer service.

Customers subject to service disconnection will receive notice at least seven business days before their service is actually disconnected. The RCSD team will endeavor to use all practical means to notify that customer.

If you are unable to pay all or part of your bill, please reach out to the RCSD customer service team during office hours at 661-256-3411 or anytime via email at customerservice@rosamondcsd.com. We have a variety of tools available to help get your account back in good standing. We know financial matters are sensitive and are eager to help those in need. Please see our team as your ally and reach out if you need help.

We want everyone in our community to have access to safe and healthy water and sewer service at the lowest rates possible. This policy directly impacts the rates RCSD must charge our customers by encouraging customers to keep their accounts in good standing and collecting money owed by delinquent accounts.

It costs money to procure, treat, and transport water and sewer. Those costs are carefully balanced in the rates we charge. RCSD legally cannot make a profit and must adhere to a balanced budget that covers operating costs, paying off financed debt, saving up for anticipated repairs and

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

improvements, and maintaining financial reserves for urgent and emergency needs. The unfortunate truth is that when some customers do not pay for the water and sewer service they use, our customers must make up the outstanding funds in the form of higher rates.

You can view the complete Residential Non-Payment Policy for delinquent accounts at rosamondcsd.com/customers/residential-non-payment. You can also request a written copy of the policy by visiting our office or calling 661-256-3411 during business hours. Thank you for helping us achieve our mission of providing safe and healthy water and sewer service at the lowest rates possible.

Drought and Conservation Update

Drought conditions have been improving as California continues to receive rain and snow. As of March 14th, 2023, almost half of the state of California is no longer in dry or drought conditions, and about a third of the state has improved to moderate drought conditions.

Most of Kern County is now considered either abnormally dry or drought-free. You can get weekly updates on the drought conditions at drought.gov/states/california.

While this is all good news, the State continues to impose stage two water conservation guidelines across California and recently extended them into 2024.

