



Rosamond Community Services District

Official Newsletter of Rosamond Community Services District - APRIL 2023

**IF YOUR ACCOUNT IS DELINQUENT, PLEASE CONTACT RCSD CUSTOMER SERVICE TO EXPLORE PAYMENT OPTIONS NOW!  
LATE FEES AND SERVICE DISCONNECTIONS ARE IN EFFECT!**



### Phone and online bill payment tips

Have you experienced difficulty accessing the online payment portal or paying your bill using our automated phone payment system? These easy tips can help you take advantage of these convenient payment options!

- 1. Ensure you are using the new account number found on your current bill (This is especially important if paying via the automated phone system)**
- 2. Try using the Google Chrome web browser to access the site**
- 3. Clear the cached images and files from your web browser**

For more detailed instructions, please visit our website, [rosamondcsd.com](http://rosamondcsd.com), and click on [Online Payment Portal Tips](#) in the SPOTLIGHT box. Thank you for your patience and understanding as we seek ways to bring you the best service and rates possible.

### Penalty fees and service disconnections are back

In an effort to keep water and sewer rates as low as possible, RCSD has resumed charging penalty fees on unpaid current charges

and reinstated service shutoffs for severely delinquent accounts. These actions apply to both residential and business accounts and are pursuant to our [Discontinuation of Water Service Policy](#), which was paused during the pandemic.

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 contributes to keeping the rates RCSD must charge low by encouraging our customers to keep their accounts in good standing and collecting money owed by delinquent accounts.

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](mailto: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. Our team is your ally, please reach out if you need help.

### Smart Spring Planting

*Spring is a great time to pretty up your yard with new plants. Choose drought-tolerant plants like palos verdes, red yucca, or fragrant lavender. Need more ideas? Click on the orange flowers link on our homepage, [rosamondcsd.com](http://rosamondcsd.com).*

## Struggling to pay your water bill?

Our team can help you fix your water and sewer account so you have one less thing to worry about.

Reach out to us today.

**661-256-3411**

**customerservice@rosamondcsd.com**  
**rosamondcsd.com**



## The drought is out but California is still conserving

January through March 2023 have been among the top ten wettest first quarters ever recorded in California. The rain and snow brought us a beautiful super-bloom and helped lift most of our state out of drought conditions. Less than 10% of California remained in drought conditions by mid-April.

Long-time California residents will tell you that while we are grateful for wet winters when they come, the next drought is always just around the corner. We must be wise in our water use, even in times of plenty, to ensure we maintain the water stores and good water-use habits that we will rely on to carry us through the next drought.

California Governor Gavin Newsom adjusted the state-mandated response to the drought in light of the sudden abundance of water. While he has eased and removed some restrictions and regulations, he has left others in place to help us conserve water and prepare for long-term water security.

On March 24th, the governor issued a new order that:

- **Ended the voluntary 15% water conservation target, while continuing to encourage Californians to make conservation a way of life**
- **Ended the requirement that local water agencies implement level 2 of their drought contingency plans**
- **Maintains the ban on wasteful water uses, such as watering ornamental grass on commercial properties**
- **Preserves all current emergency orders focused on groundwater supply, where the effects of the multi-year drought continue to be devastating**
- **Maintains orders focused on specific watersheds that have not benefited as much from recent rains, including the Klamath River and Colorado River basins, which both remain in drought**
- **Retains a state of emergency for all 58 counties to allow for drought response and recovery efforts to continue**

Locally, RCSD continues to provide our customers with long-term water security by acquiring water rights, developing an independent local water supply, investing in water banking, and returning treated water to our aquifer, helping to heal it after decades of over-draft.

Thank you for your efforts, past, present, and future, to conserve our most valuable natural resource: healthy, safe, clean water. We look forward to continuing our partnership with the community as we seek effective water use and long-term water security.

