



Rosamond Community Services District

Official Newsletter of Rosamond Community Services District - MAY 2023

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

Building a Budget

Like many families, RCSD uses a budget to help ensure financial health while providing for the long and short-term needs of the district and our customers.

RCSD operates on a legally set five-year cycle called a rate study. Every five years, consultants examine the district's income and expenditures and use complex forecasting tools to estimate RCSD's financial needs. When forecasting, the consultant looks at things like inflation, infrastructure projects, and community growth. They then recommend rates RCSD should charge to meet the forecasted financial needs.

During each year of the rate study, RCSD staff prepares an annual budget. The 2023 budget, representing the third year of the 2020 rate study, was presented and approved in a public hearing in May.

In his presentation, RCSD's accountant, Dr. Brad Rockabrand, explained that the 2020 rate study was designed to slowly increase revenues to help build RCSD's depleted financial reserves but to do it without shocking RCSD's customers with significant rate hikes. These reserves are needed to provide a safety net for RCSD to pay for necessary unexpected expenditures without going into debt and paying interest.

Dr. Rockabrand reported that 2022 actuals

were better than expected in the 2022 budget, meaning that RCSD had even better financial health than anticipated. Because of this, the 2023 budget is balanced, meaning that the district does not expect to operate at a deficit this year. The budget also included coverage for higher-than-anticipated operating costs for the Rosamond Water Reclamation Plant due to power needs.

As we enact this recently approved budget, it is important to remember that RCSD is your partner in ensuring Rosamond has access to clean and healthy water and sewer service and cannot operate for profit. Our staff works hard to ensure that we charge the lowest rates possible while still meeting the needs of our customers today, tomorrow, and in years to come.

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

Penalty Fees and Discontinuation of Service are Now In Effect

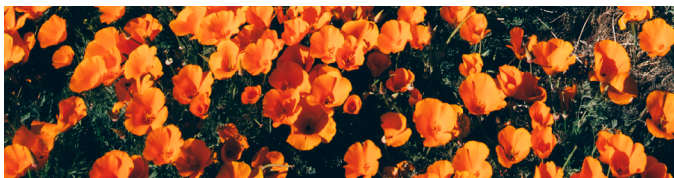
In an effort to keep water and sewer rates as low as possible, RCSD has resumed charging penalty fees on unpaid current charges and reinstated service shutoffs for severely delinquent accounts. These actions apply to both residential and business accounts and are pursuant to our [Discontinuation of Water Service Policy](#), which was paused during the pandemic.

If your account is paid off and in good standing, this will not affect you.

However, delinquent accounts are now receiving late fees each month and severely delinquent accounts are facing discontinuation of water service.

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. 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.



Smarter Showers

If you have an older showerhead, consider an upgrade! Modern showerheads use less water and still offer great pressure and cleaning performance. Even if you use a modern showerhead, a ten-minute shower would still use about half of a 55-gallon water drum! Shortening your shower is a quick and easy way to reduce your water use.

Turn That Green Lawn into Green Dollars

The Antelope Valley Resource Conservation District continues paying eligible applicants cash for removing their high-water use lawns in both their front and back yards. This program pays \$1 per square foot of living lawn removed. It also offers landscape design assistance and even free plants. The program is limited, with payouts made on a first-come, first-served basis to eligible applicants, so don't wait! To learn more and apply for the rebate, visit avrcd.org.

Keeping Your Contact Information Up To Date

RCSD uses your street address, email address, and phone number for more than just sending bills. This contact information is how we send out our monthly newsletters and reach out to our customers with essential health and safety information. We can't keep you informed if we don't have your current contact information. The good news is that it's easy to update your contact information yourself on our website. Just click over to rosamondcsd.com, then, under the [I Want To](#) menu, select [Update My Contact Info](#).

