



Rosamond Community Services District

Official Newsletter of Rosamond Community Services District - January 2024

NOTICE: Severely Delinquent Account Fees Have Resumed

RCSD remains dedicated to keeping the water and sewer rates as low as possible. An important part of this effort is using every tool available to ensure our customers pay for the water and sewer service they actually use.

Beginning February 2024, two fees that are associated with severely delinquent accounts are again in effect.

\$20 door hanger fee - This fee recuperates the additional labor associated with serving severely delinquent accounts with a door hanger notice that their account will face a service disconnection for non-payment in ten business days.

\$45 service disconnection fee - This fee recuperates the additional labor associated with disconnecting severely delinquent accounts from water service for non-payment.

These two fees were originally approved in 2015, and were temporarily suspended to help customers with severely delinquent accounts recover financially during the pandemic. Please reach out to our customer service team if you have any questions.

There's Still Time To Get Help Paying Your Water Bill

If you're falling behind on your payments or need help with your current bill so you don't fall behind, the Low Income Household Water Assistance Program (LIHWAP) may be able to help your household.

LIHWAP is a federally funded utility assistance program that is administered locally through the Community Action Partnership of Kern (CAPK). Households can qualify for LIHWAP based on their income. Qualifying households can use LIHWAP even if their accounts are still in good standing.

This no-cost-to-you program is not funded or administrated by RCSD, but can be applied to your RCSD bills. Learn more and see if you qualify at [https://energy.capk.org/water-](https://energy.capk.org/water-utility-assistance/)

[utility-assistance/](#). Don't wait to apply if you think your household may qualify, LIHWAP is set to expire in March.

Healthy Water Is Always Our Highest Priority

Ensuring our community has access to safe and healthy water is always our highest priority. That's why the entire RCSD team is focused on following the laws produced by federal and state water agencies.

As part of this commitment, and in accordance with a recent EPA mandate, members of the RCSD public works crew will be conducting a survey of property-owners water service lines to ensure they are safe and lead-free.

Continued on next page

Healthy Water from previous page

In most cases, these surveys will involve RCSD employees examining the property-owner's service line where it connects to the water meter primarily on homes constructed prior to 1984.

Lead is a heavy metal that can cause cognitive deficits, especially in children, and other serious health issues. While lead pipes have not been used in plumbing for a long time, there can be lead present in some of the solder used to connect copper pipe in older homes.

The entire RCSD water system is free of lead infrastructure and our water is frequently tested to ensure it is completely lead-free. Our crew is addressing the concern of possible lead contamination in the plumbing of homes constructed prior to 1984.

Remember, RCSD crew members will always be in RCSD trucks and wearing RCSD uniforms. Look for the RCSD logo whenever people visit your home about water service.

Better Service Through Caring

There are still lingering effects from the 2020 pandemic and shutdown. Among them are lasting financial challenges faced by people who were unable to work during that time. This is especially true of people who fell behind on their utility payments.

RCSD has to balance the effort to keep rates as low as possible by ensuring that every customer pays for the water and sewer service they use against helping our customers in need. In 2023 we focused on accomplishing this goal by actively engaging our customers with delinquent accounts and helping them explore different options to get

their accounts back in good standing. There are several tools available to customers with delinquent accounts, including payment plans and taking advantage of programs like the Low Income Household Water Assistance Program. Our customer service team has worked hard to contact customers and work with them to find the right options for their specific situation.

All this effort paid off. From 2022 to 2023, RCSD reduced the number of delinquent accounts by more than 600 and reduced the total outstanding balance by \$64,000. That's more than 600 accounts no longer worrying about late fees or possible service disconnection and \$64,000 that won't have to be paid by our customers in good standing.

The RCSD customer service team is continuing this commitment to caring. If you are facing financial challenges, please reach out to us to explore options and opportunities to get your account back in good standing. We are ready and willing to help in any way we can.

Just Turn It Off

Lower your water waste this year with one simple trick: turn off the water when it's not actually in use. It's easy to get a little lazy and leave the water running when we're brushing our teeth, shaving, getting ready to shower, doing the dishes, or washing the car, but every drop of water that doesn't get used is water that is wasted. Be a little more mindful this year and turn off the sink, faucet, or spigot any time you aren't actively using the water that's flowing. It's a simple little thing that can make a big impact.

