

the

# PIPELINE

Palmdale Water District

Winter 2023 | Volume 9 Issue 4



## 6-Million-Gallon Clearwell Tank Back in Service After Removal of Baffle Curtains

Water in the 6-million-gallon clearwell tank on Avenue S is once again flowing to Palmdale Water District (PWD) customers following nearly a month of baffle curtain removal and cleaning and disinfecting of the tank.

Known as the 6M, the water tank no longer contains the baffle curtains that were removed due to their deteriorating condition. The 30-foot-tall hanging curtains were cut by divers before the water was drained into the area's detention basins. PWD staff vacuumed and cleaned all the debris from the floor of the tank, which was later sprayed with a heavy dose of chlorine for disinfection.

"The District is pleased to have the 6M thoroughly cleaned and back to serving our customers," said PWD General Manager Dennis D. LaMoreaux. "We want to reassure everyone that all the baffle curtains were removed, and the tank was completely cleaned of debris. To accomplish this complicated task, we had to shut down the 6M and adjust our water distribution plan. We thank everyone for their patience and understanding."

During the clearwell shut-down, customers received water from PWD's 21 wells

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### Calendar:

#### Board Meetings

Mondays @ 6 p.m.  
Dec. 11  
Jan. 8 & 22, 2024  
Feb. 12 & 26, 2024

#### Event

##### Water-Wise Workshop:

##### Spring Bloom

March 14, 2024

@ 5-6 p.m.

PWD Board Room

#### PWD Closures

Dec. 25 - 29  
Holiday Closure

Jan. 15, 2024  
Martin Luther King Jr. Day

Feb. 19, 2024  
Presidents Day

*A diver with Blue Locker prepares to enter the 6M to cut the baffle curtains.*

# 2023 Highlights

At PWD, 2023 was another eventful year filled with positive happenings. It started with much needed storms that filled reservoirs and prompted the State Water Project to give PWD a 100% water allocation for the first time in 17 years. By mid-year, the District received the full funding of \$22.58 million from state and federal agencies to convert the century-old Palmdale Ditch into a closed pipeline. To meet more of our customers and share project news, there was a well-attended Customer Appreciation Day in the summer. Here are more highlights:



## Facilities Department

The winter storms and the summer's Hurricane Hilary crushed the drought but created emergency work at various PWD sites. The crew handled projects, emergencies and basic maintenance, including:

- Exercising 959 valves
- Repairing 50 service line leaks and nine mainline leaks
- Repairing 120 air vacs
- Maintaining 280 fire hydrants

## Pure Water AV

While the designing and engineering of the Pure Water AV continued, staff started familiarizing the community with PWD's upcoming water purification project. It will take recycled water through a three-step process involving intense treatment before being injected in the aquifer and later pumped for potable use. The groundbreaking of the Pure Water AV Demonstration Facility is scheduled for spring 2024.

## End of Drought

In May, PWD declared an end to its emergency drought restrictions.

## Customer Care Stats

- Assisted 28,603 individuals by phone
- Helped 8,083 customers in the lobby
- Welcomed 816 new customers

## Community Outreach

The Water-Use Efficiency team gave lessons on the water cycle and the importance of using water wisely at six Palmdale School District campuses. More than 100 students participated in the Earth Day "Water Super Hero" contest. Dozens of community members attended Water-Wise Workshops, *Let's Talk H2O!* events and Coffee with a Director. The Public Affairs team wrapped up the year with its second straight PRism award from the Public Relations Society of America – Los Angeles Chapter.

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and treated water from the Leslie O. Carter Water Treatment Plant through the three-million-gallon water tank, or 3M, that is also on Avenue S.

In late October, the State Water Resources Control Board, Division of Drinking Water asked PWD to remove the baffle curtains after debris that included pieces of the curtain was found in water being flushed from a transmission main. Baffle curtains in the 6M, which is where treated water is stored before distribution, increase contact time for chlorine-treated water by creating a longer flow path within the tank, improving water treatment performance. The 6M will operate with additional controls to get the same performance until new baffle curtains are installed.

According to LaMoreaux, the baffle curtains were from the late 1990s. The curtain material is Hypalon, which does not dissolve and is safe to be in contact with drinking water, per the National Science Foundation.

As required by the state, PWD publishes an annual Consumer Confidence Report that provides detailed information about its water quality. In 2022, PWD completed more than 18,000 tests for 80 regulated contaminants. The report is available in English and Spanish on the PWD website at [www.palmdalewater.org](http://www.palmdalewater.org).

# CUSTOMER CARE CORNER



Ask Customer Care Rep  
Judith Hernandez



Q. How can I prevent my pipes from freezing this winter?

1 A. You can prevent frozen pipes by wrapping pipe insulation foam around your standard irrigation pipes.

Q: Are Customer Care forms available in Spanish?

2 A: Yes, PWD has forms available in English and Spanish. We also have in-person reps to help you in the lobby and to answer your questions by phone.

Q: My household has more than four people. What can I do to help lower my monthly bill?

3 A: Apply for the variance and the RAP, if eligible. Both can help with your monthly bill.

# Accepting 2024 Rate Assistance Program (RAP) Applications

THIS PROGRAM OFFERS RATE ASSISTANCE TO SENIORS AGES 62 AND OLDER, VETERANS AND LOW-INCOME HOUSEHOLDS BY REDUCING THE MONTHLY SERVICE CHARGE BY \$20.

APPLICATIONS ARE PROCESSED ON A FIRST-COME, FIRST-SERVED BASIS. PROGRAM PARTICIPANTS MUST REAPPLY EACH YEAR. FUNDS ARE LIMITED.



SCAN THE QR CODE ABOVE OR VISIT [WWW.PALMDALEWATER.ORG](http://WWW.PALMDALEWATER.ORG) TO APPLY TODAY.



Join Palmdale Water District for our spring Water-Wise Workshop where we will explore the beauty and resilience of native flowers that flourish even in challenging climates. Discover practical tips and techniques to make your garden thrive while conserving water. Come learn about the sustainable allure of native blooms to inspire your spring garden.

**Date:** Thursday, March 14, 2024

**Time:** 5-6 p.m.

**Location:** PWD Main Office  
2029 E. Avenue Q  
Palmdale



To sign up visit,  
<https://bit.ly/SpringBloom24>  
or scan the QR Code.

For more information, contact Public Affairs Specialist Michelle Trejo at [mtrejo@palmdalewater.org](mailto:mtrejo@palmdalewater.org) or at 661-947-4111 ext.5944.



## REBATE PROGRAM

Purchase a high-efficiency clothes washer that uses less water and reduces energy costs. Up to \$150 in rebates are available to PWD customers. For more details about rebates, visit [www.palmdalewater.org](http://www.palmdalewater.org) or call 661-947-4111 ext. 5002.



## CONTACT US!

**CUSTOMER CARE:** 661-947-4111  
**EMERGENCY LINE:** 661-947-4114  
**FAX:** 661-947-8604  
**WATER-USE EFFICIENCY:**  
661-947-4111 Ext. 5002

**PAY YOUR BILL BY PHONE 24/7:**  
855-498-9969  
**PAY ONLINE:**  
[PALMDALEWATER.ORG](http://PALMDALEWATER.ORG)

**PAY NEAR ME:** PAY WITH CASH AT ANY 7-ELEVEN OR FAMILY DOLLAR LOCATION WITH YOUR PWD STATEMENT.

2029 EAST AVENUE Q  
PALMDALE, CA 93550

*Atencion:* This publication is available in Spanish on our website at [palmdalewater.org](http://palmdalewater.org).

*Atencion:* Esta publicacion esta disponible en Espanol en nuestro sitio web. Visite [palmdalewater.org](http://palmdalewater.org).



# Become a PWD Water Ambassador!



The 2024 Water Ambassadors Academy gives interested community members the opportunity to learn about Palmdale Water District's history, infrastructure, facilities, water sources, and future projects.

The goal of this program is to engage and educate a diverse network of individuals in the PWD service area and surrounding communities so that more people will become familiar with PWD.

The three-week program is free, but registration is required. Session 4 will include tours of the Leslie O. Carter Water Treatment Plant and the Littlerock Dam.

### Sessions 1-3

Time: 5:30 - 7:30 p.m.

Wednesdays, April 3, 10 & 17, 2024

PWD Main Office  
2029 E. Avenue Q  
Palmdale

### Session 4

Time: 9 a.m. - 1 p.m.

Saturday, April 20, 2024

Leslie O. Carter  
Water Treatment  
Plant and the  
Littlerock Dam

\*Meals will be provided at each session.



To sign up, visit  
<https://bit.ly/WAA24>  
or scan the QR code.

For more information, please contact Public Affairs Specialist Michelle Trejo at [mtrejo@palmdalewater.org](mailto:mtrejo@palmdalewater.org) or 661-441-5944.

### Board of Directors

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The Pipeline is published by Palmdale Water District's Public Affairs Department.

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### Mission Statement

Since 1918, the Palmdale Water District has provided high-quality water at a reasonable cost. We pride ourselves on great customer care; advocating for local water issues that help our residents; educating the community on water-use efficiency; and leading our region in researching and implementing emerging technologies that increase operational efficiency.