



PALMDALE WATER DISTRICT

A CENTURY OF SERVICE

PRESS RELEASE

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FOR IMMEDIATE RELEASE

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PWD LOBBY WILL REOPEN JUNE 22 TO CUSTOMERS FOR IN-PERSON APPOINTMENTS

Palmdale, CA – Three months after closing its lobby office to the public because of the COVID-19 pandemic, Palmdale Water District (PWD) will start a phased reopening on June 22 with appointments twice a week.

The in-person appointments will be for customers who have difficulty taking care of business with PWD online or on the phone. Specifically, they will be for people who need assistance with starting water service, variance requests for increased water allocation and the Rate Assistance Program. Bill payments will not be accepted in the lobby during this phase of the reopening.

The 30-minute appointments, available on Mondays and Thursdays with the Customer Care Department, can be made online at bit.ly/2BPXWHA or by calling 661-947-4111.

“We would like to thank our customers for understanding our need to

(more)

close and for using other payment options,” said General Manager Dennis D. LaMoreaux. “We are phasing our reopening cautiously and taking safety measures to protect our employees, customers and the community.”

During the closure, appropriate adjustments to the lobby have been made so that social distancing guidelines can be met. Chairs have been removed, and there are plexiglass dividing counter windows and spacing of floor graphics six feet apart. The front doors are one way in and one way out, directed by arrow graphics on the ground. A touchless hand-sanitizer dispenser is provided.

Although PWD is abiding by the governor’s no water shut-off order, customers are encouraged to continue paying their bills to fund water purchases, storage and cleaning and distribution to 27,000 homes and businesses in the District. Bills can be paid by phone, online, mail, drop-box and at 7-Eleven and Family Dollar stores.

Since 1918, the Palmdale Water District has provided high-quality water at a reasonable cost. We pride ourselves on providing 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. For more information about PWD, visit www.palmdalewater.org.

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