



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE



OPERATING BUDGET – Calendar Year 2025

(Adopted: November 12, 2024)

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Palmdale, CA 93550
PalmdaleWater.org 661-947-4111



PALMDALE WATER DISTRICT

A CENTURY OF SERVICE

BOARD OF DIRECTORS

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DENNIS D. LaMOREAUX
General Manager

ALESHIRE & WYNDER LLP
Attorneys



On behalf of the Palmdale Water District (PWD) Board of Directors, I am pleased to present the approved Budget for Calendar Year (CY) 2025, finalized on November 12, 2024.

For CY 2025, PWD anticipates operating revenues of \$35 million, with operating expenses of \$34.4 million. Planned capital expenditures total \$2.12 million (carryover), and \$6.49 million are allocated to principal and interest on debt payments. Salary and benefits expenses have increased compared to CY 2024, reflecting our commitment to supporting our workforce as we deliver essential services.

The 2025 Budget is aligned with the Board's updated 2022 Strategic Plan, prioritizing key initiatives that will shape the future of water management in Palmdale. These include completing the construction of the Pure Water AV Demonstration Facility, enhancing conservation efforts, and complying with the Antelope Valley Adjudication Judgment. Through strategic investments and improvements, PWD remains focused on increasing operational efficiency, providing exceptional customer service, and laying the foundation for a diversified and drought-resilient water supply.

This year's Budget presentation incorporates the styles from prior years. Sections such as the Introduction, Budget Summary, Basis of Budget, Departments, and Appendix provide comprehensive and user-friendly information. For more details, please visit www.palmdalewater.org or contact our staff directly.

Should you have any questions or need further assistance, please do not hesitate to reach out to me or the Finance Department. Together, we look forward to advancing PWD's mission and serving the needs of our community in 2025 and beyond.

Very truly yours,

DENNIS D. LaMOREAUX,
General Manager

DDL/ddl

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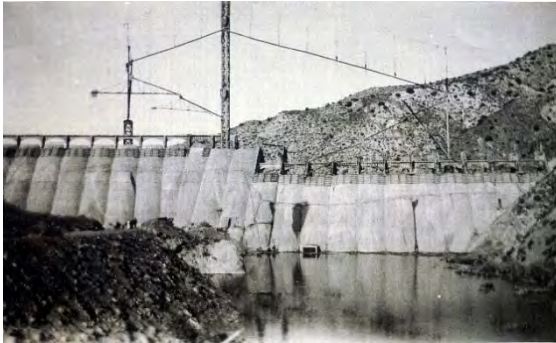
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INTRODUCTION

Thank you for your interest in the Palmdale Water District (PWD) and its approved 2025 Budget. Below is an overview of the budget and its alignment with the goals outlined in our 2022 Strategic Plan.



Established in 1918 by a vote of its customers, PWD began as an Irrigation District under Division 11 of the California Water Code. Before that, it served Palmdale as a private company for over three decades. As a public agency, PWD partnered with the Littlerock Creek Irrigation District to finance and construct the Littlerock Dam—a transformative project for the community. The accompanying images highlight the dam’s evolution, from its original construction to its fortification and enhancement 70 years later, reflecting its ongoing importance as a key water source for both districts. Together, the districts celebrated the dam’s 100th anniversary on June 1, 2024.

Over the years, PWD has tackled numerous challenges with strategic foresight, laying a strong foundation for Palmdale's future. Key milestones include becoming a State Water Project contractor, reconstructing Palmdale Dam in the 1960s, meeting the needs of a rapidly growing community in the 1980s, and emerging as a regional leader in water management. These achievements underscore PWD’s commitment to sustainable water solutions and innovative planning.



In 2018, PWD proudly celebrated its centennial, marking 100 years of service to the community. The celebration included public tours of Littlerock Dam and Reservoir and the Leslie O. Carter Water Treatment Plant, historical displays, a video series on PWD’s legacy, and a commemorative event on the anniversary.

As PWD embarks on its second century, the 2025 Budget reflects our dedication to delivering reliable water services while advancing the goals of the 2022 Strategic Plan. Guided by our Mission and Vision, we remain committed to ensuring a sustainable and resilient future for Palmdale.



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

MISSION

Providing high-quality water to our current and future customers at a reasonable cost.

VISION

To strive for excellence in providing high-quality, reasonably priced water in a growing Antelope Valley by participating in local and regional water issues as a strong advocate for our customers, public education, asset management, water-use efficiency, planning and securing additional water supplies; continuing our commitment to operate efficiently with the help of emerging technologies; challenging, motivating, and rewarding our employees; and offering premium customer care in all we do.

STRATEGIC PLAN

The District's Strategic Plan is initiative based so it remains dynamic and matches the ever-changing environmental conditions. Below are the initiative categories that were established in 2014 and updated every two years. The 2016 update added an initiative focused on finances. This is a true reflection and recognition of the fact that providing essential services for our customers requires a solid financial footing. 2022, 2020, and 2018 updates follow the same categories that were established in the 2016 update.

2022 STRATEGIC PLAN

The following is a list of the Strategic Initiatives that includes the more specific areas of focus through policy development and projects. The Strategic Initiatives were established through involvement with the Board of Directors and Management Staff. The six (6) Strategic Initiatives serve as the driving force behind the CY 2025 Budget.



Water Resource Reliability (Resilience, Development, Partnership)

- Support and participate with local agencies in the development of projects and policies that improve water resources, storage, and reliability.
- Maximize state and federal funding opportunities for Pure Water AV.
- Support projects and initiatives that increase the resilience of the State Water Project.
- Develop water storage options for State Water Project supplies and improve groundwater capture capabilities.
- Strengthen Littlerock Dam stakeholder relationships and continue Littlerock Reservoir Sediment Removal Project.



Organizational Excellence (Train, Perform, Reward)

- Offer competitive compensation and benefits package for employee retention.
- Focus Succession Planning Program on ensuring an overlap of training for key positions.
- Continue providing transparency to ratepayers through training for the ongoing achievement of the Districts of Distinction certification.
- Encourage cohesiveness, transparency, and integrity within the staff through Codes of Conduct and increased accountability.
- Ensure employees are trained on the Strategic Plan and Core Values of Diversity, Integrity, Teamwork, and Passion.
- Improve safety for Directors, employees, and customers.
- Develop career paths at the District for interns and pursue state and federal funding for intern programs.
- Cultivate a positive culture and increase employee engagement.



Systems Efficiency (Independence, Technology, Research)

- Explore energy independence and evaluate the feasibility of energy options, including wind and solar.
- Incorporate more energy efficient technologies into the District's infrastructure.
- Research state-of-the-art treatment techniques to enhance systems efficiency.
- Re-evaluate Lake Palmdale by-pass pipeline and pursue funding options.
- Improve Palmdale Ditch to reduce water loss.



Financial Health and Stability (Strength, Consistency, Balance)

- Pursue grant funding for District projects and operations.
- Maintain the five-year financial plan adopted as part of the 2019 Water Rate Study, including the five-year Capital Improvement Plan.
- Conduct and adopt a 2024 five-year Water Rate Plan.
- Build adequate reserve levels and achieve high-level bond rating.
- Seek potential revenue sources from vacant District properties.
- Monitor finances, operations, and projects affected by emergencies.
- Digitize and document departmental workflows.

2022 STRATEGIC PLAN (cont.)



Regional Leadership (Engage, Lead, Progress)

- Continue to provide opportunities and information for local businesses and agencies to contract with the District.
- Continue to collaborate with neighboring water agencies and move to include more agencies throughout and outside of the Antelope Valley through Greater Antelope Valley Mutual Response Agreements and emergency response exercises.
- Develop working relationships and mutually beneficial projects with other water agencies in the District's region.
- Develop strategies, alliances, and funding to make Little Rock Dam and Reservoir recreational again.
- Continue Memorandum of Understanding with United Water Conservation District to combine political forces to obtain grant funding and research other joint cooperative regional efforts.
- Continue representation on larger regional organizations such as the California Special Districts Association (CSDA) and the Association of California Water Agencies (ACWA) and assist with the growth and influence of the Special Districts Association of North Los Angeles County, a CSDA local chapter.



Customer Care, Advocacy, and Outreach (Promote, Educate, Support)

- Enhance customers' experience through communication and feedback.
- Expand and market additional payment options.
- Continue to increase public awareness of current programs and services through traditional and new media platforms.
- Engage elected officials and the public on the importance of local and state water reliability issues.
- Complete conversion to an Advanced Metering Infrastructure (AMI) to increase customers' knowledge of water use and promote customer self-help portal.
- Continue to increase public awareness of the ongoing drought and the importance of conservation efforts.
- Publicize, engage, and educate the community about Pure Water AV.

OPERATING BUDGET OVERVIEW – Recovering Demands and Controlled Expenses

The District’s CY 2025 Operating Revenues are budgeted at \$35 million and is roughly \$1,042,032 more than the CY 2024 Budget. Operating Revenues by category are summarized below:

	CY 2024 BUDGET	CY 2025 BUDGET	% Change
OPERATING REVENUES:			
Water consumption sales	\$ 12,000,000	\$ 12,771,328	6.4%
Monthly meter service charge	19,850,000	20,098,974	1.3%
Water quality fees	600,000	600,000	0.0%
Elevation Fees	350,000	365,000	4.3%
Other water service charges	1,200,000	1,207,000	0.6%
TOTAL OPERATING REVENUES:	\$ 34,000,000	\$ 35,042,302	3.1%

The District’s CY 2025 Operating Expenses are budgeted just over \$32.2 million, compared to \$30.9 million in the CY 2024 budget. Operating Expenses by category are summarized below:

OPERATING EXPENSES:			
Source of supply - purchased water	\$ 3,530,000	\$ 3,530,000	0.0%
Directors	194,500	195,500	0.5%
Administration	5,840,491	5,844,940	0.1%
Engineering	2,134,750	2,157,042	1.0%
Facilities	8,154,071	8,504,418	4.3%
Operations	4,341,785	4,706,266	8.4%
Finance	1,987,750	2,106,408	6.0%
Water-Use Efficiency	326,800	356,241	9.0%
Human Resources	727,750	798,233	9.7%
Information Technology	2,056,747	2,180,496	6.0%
Customer Care	1,651,350	1,821,843	10.3%
TOTAL OPERATING EXPENSES:	\$ 30,945,994	\$ 32,201,387	4.1%

The CY 2025 capital portion of the budget includes potential expenditures of \$43.3 million. This includes approximately \$2.12 million in capital projects started in prior years, \$27.5 million in capital projects covered by the District’s various WRB Issues, \$15.8 million from WIFIA loans (Pure Water AV Demonstration facility), \$1.8 million for sediment removal at Littlerock Dam and \$400,000 in plant expenditures.

REVENUES

In 2024, the District collaborated with consulting firm Robert D. Niehaus, Inc. (RDN) to develop a new multi-year rate plan. Approved by the Board of Directors on November 5, 2024, this plan establishes annual rate adjustments to support the District’s long-term financial and operational goals. Beginning in CY 2025, rates will adjust as follows: 11.0% for CY 2025 and CY 2026, 9.0% for CY 2027 and CY 2028, and 8.0% for CY 2029. These changes will apply to both the monthly meter charge and commodity rates, ensuring a balanced approach to revenue generation.

The rate adjustments are designed to align with the District’s strategic priorities, including infrastructure maintenance, service reliability, and water supply resilience. By addressing both fixed meter fees and variable consumption charges, the plan supports sustainable operations and a fair allocation of costs among customers.

For CY 2025, the District projects potable water sales of 15,000 acre-feet, an increase of 500 acre-feet compared to the 2024 budget. This projection reflects consistent customer usage patterns and below-average rainfall conditions in California, emphasizing the importance of proactive planning to meet demand.

This rate plan demonstrates the District’s commitment to fiscal responsibility, transparency, and forward-thinking strategies to ensure a reliable water future for the community.

Tiered Commodity Rates (\$/CCF)

	CY 2025	CY 2026	CY 2027	CY 2028	CY 2029
Tier 1	1.31	1.45	1.58	1.73	1.87
Tier 2	2.64	2.93	3.19	3.48	3.76
Tier 3	3.96	4.40	4.79	5.22	5.64
Tier 4	4.98	5.53	6.03	6.57	7.09

Monthly Meter Charge

	CY 2025	CY 2026	CY 2027	CY 2028	CY 2029
1" and Smaller	60.75	67.43	73.50	80.12	86.53
1.5"	150.26	166.79	181.80	198.16	214.01
2"	229.94	255.24	278.21	303.25	327.51
3"	415.87	461.61	503.16	548.44	592.32
4"	681.61	756.59	824.68	898.90	970.81
6"	1,345.37	1,493.36	1,627.76	1,774.26	1,916.20
8"	2,142.20	2,377.84	2,591.84	2,825.11	3,051.12
10"	3,072.09	3,410.02	3,716.93	4,051.45	4,375.57
12"	4,240.64	4,707.11	5,130.75	5,592.52	6,039.92
Fixed Fire Line	95.57	106.09	115.64	126.04	136.13

The CY 2025 Budget continues the District’s commitment to managing costs related to water quality and the delivery of water to customers in higher elevations. These costs are itemized separately on customer water bills to ensure transparency and accountability.

The water quality fee is primarily driven by the cost of Granular Activated Carbon (GAC), a critical component in the water treatment process. In 2014, the District secured a long-term contract to stabilize GAC purchase costs. Currently, staff are actively negotiating a new agreement with the vendor to maintain predictable costs for ratepayers. Although the re-negotiated contract may reflect higher rates than the previous one, it is expected to be finalized by the end of CY 2025, ensuring better cost planning for 2026 and beyond.

To protect customers from abrupt cost fluctuations, the District utilizes a five-year rolling average to calculate water quality expenses. This approach has allowed the District to steadily reduce the water quality fee over time. Starting at \$0.20/ccf in 2014, the fee has progressively decreased; \$0.13/ccf in 2016, \$0.12/ccf in 2017, \$0.11/ccf in 2018, \$0.09/ccf in 2021 and 2022, \$0.08/ccf in 2023, and \$0.06/ccf in 2024.

For CY 2025, the fee is set at \$0.05/ccf, reflecting the District’s sustained focus on cost control and operational efficiency. This reduction demonstrates our commitment to providing high-quality water at fair and manageable costs while continuing to invest in long-term water quality improvements.

District staff continually reviews Southern California Edison rate structures and operational strategies to minimize the costs of delivering water to customers in higher elevation zones. This includes optimizing pump and booster station run times to leverage lower electricity rates during off-peak hours. Additionally, a proactive maintenance schedule for booster and well facilities reduces the risk of unexpected equipment failures, helping to avoid costly emergency repairs.

To stabilize costs for customers, the District applies a five-year rolling average to expenses associated with water delivery to higher elevations. This approach prevents sudden fluctuations in the elevation booster surcharge, ensuring fairness and predictability for ratepayers in these areas. Through these measures, the District remains committed to managing costs efficiently while maintaining reliable service for all customers.

	CY 2023	CY 2024	CY 2025
Water Quality Fee (\$/ccf)	0.08	0.06	0.05
Elevation Booster Surcharge (\$/ccf)			
Base	-	-	-
Zone A1	0.09	0.10	0.07
Zone A2	0.60	0.63	0.64
Zone A3	1.15	1.21	1.23

EXPENSES

Driven by several key factors, the CY 2025 operating expenses reflect an overall increase compared to the 2024 Budget. Salary costs have risen due to a cost-of-living adjustment designed to address inflation. Additionally, healthcare premiums for 2025 increased for plans provided by Anthem and Kaiser.

The largest portion of the expense increase is attributed to water production and treatment. In 2024, purchased water costs were elevated due to a 100% allocation from the State Water Project. This enabled the District to continue groundwater recharge efforts and repay water allocations borrowed from other entities during the drought in 2021 and 2022. Rising costs for electricity, natural gas (used in well water production), and treatment chemicals were notable in 2024 and are anticipated to persist in 2025. Furthermore, ongoing material shortages and inflationary pressures are expected to contribute to higher general expenses across the board.

In 2025, the District will continue to engage ratepayers through a variety of educational and community-focused programs. These initiatives include rebates for landscape conversions and replacement of inefficient indoor appliances, with \$100,000 allocated for these programs. Other programs include educational presentations at local schools, public tours of PWD facilities (if permitted), and water-saving workshops to promote conservation practices.

To enhance transparency and keep the community informed, the District has allocated \$33,758 for the quarterly publication of The Pipeline, an external newsletter that provides updates on District operations, programs, and initiatives.

By prioritizing community involvement and efficient resource management, the 2025 Budget ensures the District remains responsive to the needs of its customers while addressing operational and economic challenges.

CAPITAL PROJECTS

The 2024 Water Rate Study did not allocate funding for new capital projects for calendar years (CY) 2025, 2026, and 2027. This decision was made to manage financial commitments associated with existing contractual projects funded through water revenue bonds and the EPA's WIFIA loan for the Pure Water AV project. By prioritizing these obligations, the District aims to maintain financial stability while fulfilling previously approved infrastructure improvements.

Despite the lack of funding for new projects, the District is set to complete \$2.12 million in capital projects that began in prior years, with finalization expected in CY 2025. These projects were already in progress before the 2024 Water Rate Study and will be concluded as planned. However, any additional projects beyond those already underway will be postponed, ensuring financial resources remain available for existing debt commitments.

Future capital projects will only proceed once the District has accumulated sufficient reserves to support the financial commitment of the Pure Water AV debt. The only exception to this deferral policy would be a system failure requiring immediate action. In such a case, the District would pursue necessary infrastructure investments ahead of the planned timeline to ensure the continued reliability of the water system.

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BUDGET SUMMARY

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Summary of Revenues and Expenditures – 2025 Budget

Cash Basis (15,000 Ac. Ft.)		
Activity	Estimated Cash Revenues	Estimated Cash Expenditures
Net Water Sales	\$ 12,771,328	
Meter Fees	20,098,974	
Elevation Fees	365,000	
Other Operating Revenue	1,207,000	
Water Quality Fees (Restricted Use)	600,000	
(Increase)/Decrease in Cash (From Operating)	(80,915)	
Directors		\$ 195,500
Administration		5,844,940
Engineering		2,157,042
Facilities		8,504,418
Operations		4,706,266
Finance		2,106,408
Water-Use Efficiency		356,241
Human Resources		798,233
Information Technology		2,180,496
Customer Care		1,821,843
Water Purchases		2,780,000
Plant Expenditures & Sediment Removal		2,200,000
Water Quality Expense (GAC)		750,000
Adjustments Related to Expense Posting (Projected)		560,000
SUBTOTAL OPERATING	\$ 34,961,387	\$ 34,961,387
Projected Beginning Cash - 01/01/2025	\$ 18,820,358	
Assessments received	10,477,682	
Capital Improvement Fees	550,000	
State Water Project - Table A Water Exchange	-	
DWR Refund (Capital Related)	300,000	
State Grants	6,000,000	
Interest on Investments	285,000	
Other Income	25,000	
Payments for State Water Project		6,407,232
Principal Paid on Long-Term Debt		2,900,369
Interest Paid on Long-Term Debt		3,587,989
Capital Leasing		527,401
Investments in PRWA		25,000
Water-Use Efficiency		100,000
Acquisition of Property, Plant & Equipment		2,122,000
	\$ 36,458,040	\$ 15,669,991
Projected Ending Cash - Non-Operating	20,788,049	
Rate Stabilization Fund	(100,000)	
Increase/(Decrease) in Cash (From Operating)	80,915	
Projected Ending Cash - 12/31/2025	20,768,964	
Less Restricted Cash	-	
Available Operating Cash - 12/31/2025	\$ 20,768,964	
	Increase/(Decrease) in Revenue	1,948,606

Summary of Revenues and Expenditures – 2024 Projected

Cash Basis (14,500 Ac. Ft.)		
Activity	Estimated Cash Revenues	Estimated Cash Expenditures
Net Water Sales	\$ 12,400,000	
Meter Fees	20,000,000	
Elevation Fees	365,000	
Other Operating Revenue	1,233,000	
Water Quality Fees (Restricted Use)	546,000	
(Increase)/Decrease in Cash (From Operating)	(3,381,881)	
Directors		\$ 157,046
Administration		5,251,413
Engineering		1,822,374
Facilities		7,452,373
Operations		4,835,739
Finance		1,724,023
Water-Use Efficiency		301,940
Human Resources		577,853
Information Technology		1,853,599
Customer Care		1,707,759
Water Purchases		4,551,000
Water Quality Expense (GAC)		669,000
Littlerock Dam Sediment Removal Project		35,000
Plant Expenditures		223,000
Adjustments Related to Expense Posting (Prior Year)		-
SUBTOTAL OPERATING	\$ 31,162,119	\$ 31,162,119
Projected Beginning Cash - 01/01/2024	\$ 15,553,635	
Assessments received	12,755,000	
Capital Improvement Fees	158,000	
State Water Project - Table A Water Exchange	3,003,659	
DWR Refund (Capital Related)	310,000	
State Grants	1,925,000	
Interest on Investments	810,000	
Other Income	718,000	
Payments for State Water Project		7,176,456
Principal Paid on Long-Term Debt		2,017,951
Interest Paid on Long-Term Debt		2,206,579
Capital Leasing		527,401
Investments in PRWA		10,600
Water-Use Efficiency		56,000
Acquisition of Property, Plant & Equipment		7,241,830
	\$ 35,233,294	\$ 19,236,817
Projected Ending Cash - Non-Operating	15,996,477	
Rate Stabilization Fund	(558,000)	
Increase/(Decrease) in Cash (From Operating)	3,381,881	
Projected Ending Cash - 12/31/2024	18,820,358	
Less Restricted Cash	-	
Available Operating Cash - 12/31/2024	\$ 18,820,358	
Increase/(Decrease) in Revenue	3,266,723	

Fund Analysis – 2023 End of Year (Actual)

The fund levels reflect the fiscal stability of the District. These funds have been allocated in accordance with legal requirements or directives from the Board of Directors. The fund categories were initially established by Resolution No. 09-03, adopted on March 11, 2009. This resolution was later replaced by Resolution No. 18-10 on September 25, 2018, and subsequently superseded by Resolution No. 23-15 on October 23, 2023. The details of Resolution No. 23-15 are included in all Fund Analysis sheets. (For the complete text of the Reserve Fund Policy, refer to the Appendix under Resolution No. 23-15.)

Sources of Cash		2023 Budget			
		Actual Ending Balance 12/31/2022	Sources	Uses	Actual Ending Balance 12/31/2023
Net Operating Income			\$ (5,194,236)		
Adjustment - Water Quality (GAC Media)			608,626		
Adjustment - Depreciation/Amortization Add Back			5,594,181		
Adjustment - Post-Employment Benefits (GASB 45)			362,277		
Adjustment - Bad Debt			2,908		
Adjustment - Service Costs Construction			446,693		
Adjustment - Capitalized Construction			(1,198,486)		
Net Non-Operating Income			<u>8,428,825</u>		
Cash from Revenues above Expenses to place into funds			\$ 9,050,789		
Reserve Funds (Based on Resolution No. 18-10)					
1	Capital Improvement Fund (CIF)	\$ -	\$ 802,116	\$ 802,116	\$ -
2	Bond Proceeds Fund	7,723,940	13,520,000	6,876,122	14,367,818
3	Debt Service Reserve Fund	-	-	-	-
4	Rate Stabilization Fund (Operating Cash)	721,821	219,009	-	940,830
Total Legally Restricted		\$ 8,445,762	\$ 14,541,125	\$ 7,678,237	\$ 15,308,649
5	Dam Self-Insurance	\$ 5,000,000	\$ -	\$ -	\$ 5,000,000
6	O&M Operating Reserve (3-Month operating exp.)	5,600,000	-	-	5,600,000
7	O&M Emergency Reserve	-	5,600,000	5,600,000	-
8	Unrestricted Reserves	4,773,443	6,769,937	7,530,575	4,012,805
Total Board Restricted		\$ 15,373,443	\$ 12,369,937	\$ 13,130,575	\$ 14,612,805
Total Operating Cash		\$ 16,095,264			\$ 15,553,635

Fund Analysis – 2024 Budget (as Approved)

Sources of Cash	2024 Budget			
	Projected Balance 12/31/2023	Sources	Uses	Projected Balance 12/31/2024
Net Operating Income		\$ (5,720,994)		
Adjustment - Water Quality (GAC Media)		750,000		
Adjustment - Depreciation/Amortization Add Back		5,600,000		
Adjustment - Post-Employment Benefits (GASB 45)		1,600,000		
Adjustment - Bad Debt		25,000		
Adjustment - Service Costs Construction		550,000		
Adjustment - Capitalized Construction		(1,200,000)		
Net Non-Operating Income		5,003,549		
Cash from Revenues above Expenses to place into funds		\$ 6,607,555		
Reserve Funds (Based on Resolution No. 23-15)				
1 Capital Improvement Fund (CIF)	\$ -	\$ 550,000	\$ 550,000	\$ -
2 Bond Proceeds Fund	14,750,324	17,600,000	21,580,346	10,769,978
3 Debt Service Reserve Fund	-	-	-	-
4 Rate Stabilization Fund (Operating Cash)	940,763	100,000	-	1,040,763
Total Legally Restricted	\$ 15,691,087	\$ 18,250,000	\$ 22,130,346	\$ 11,810,741
5 Dam Self-Insurance	\$ 5,000,000	\$ -	\$ -	\$ 5,000,000
6 O&M Operating Reserve (3-Month operating exp.)	5,600,000	-	-	5,600,000
7 O&M Emergency Reserve	-	-	-	-
8 Unrestricted Reserves	4,798,485	7,789,155	8,327,335	4,260,305
Total Board Restricted (Operating Cash)	\$ 15,398,485	\$ 7,789,155	\$ 8,327,335	\$ 14,860,305
Total Operating Cash	\$ 16,339,248			\$ 15,901,068
Carry-over	(622,000)			
Available Operating Cash	\$ 15,717,248			

Fund Analysis – 2024 Estimated End of Year (Actual)

Sources of Cash	Projected Balance 12/31/2023	2024 Budget		Projected Balance 12/31/2024
		Sources	Uses	
Net Operating Income		\$ (2,748,119)		
Adjustment - Water Quality (GAC Media)		669,000		
Adjustment - Depreciation/Amortization Add Back		5,572,000		
Adjustment - Post-Employment Benefits (GASB 45)		1,531,000		
Adjustment - Bad Debt		12,000		
Adjustment - Service Costs Construction		465,000		
Adjustment - Capitalized Construction		(1,450,000)		
Net Non-Operating Income		9,772,400		
Cash from Revenues above Expenses to place into funds		\$ 13,823,281		
Reserve Funds (Based on Resolution No. 23-15)				
1 Capital Improvement Fund (CIF)	\$ -	\$ 158,000	\$ 158,000	\$ -
2 Bond Proceeds Fund	14,367,818	36,805,000	6,734,654	44,438,164
3 Debt Service Reserve Fund	-	-	-	-
4 Rate Stabilization Fund (Operating Cash)	940,830	558,000	-	1,498,830
Total Legally Restricted	\$ 15,308,649	\$ 37,521,000	\$ 6,892,654	\$ 45,936,994
5 Dam Self-Insurance	\$ 5,000,000	\$ -	\$ -	\$ 5,000,000
6 O&M Operating Reserve (3-Month operating exp.)	5,600,000	2,263,206	-	7,863,206
7 O&M Emergency Reserve	-	-	-	-
8 Unrestricted Reserves	4,012,805	13,265,281	12,133,189	5,144,897
Total Board Restricted	\$ 14,612,805	\$ 15,528,487	\$ 12,133,189	\$ 18,008,102
Total Operating Cash	\$ 15,553,635			\$ 19,506,932
			Carry-over	<u>(2,122,000)</u>
			Available Operating Cash	\$ 17,384,932

Fund Analysis – 2025 Budget

Sources of Cash	Projected Balance 12/31/2024	2024 Budget		Projected Balance 12/31/2025
		Sources	Uses	
Net Operating Income		\$ (6,134,085)		
Adjustment - Water Quality (GAC Media)		750,000		
Adjustment - Depreciation/Amortization Add Back		5,800,000		
Adjustment - Post-Employment Benefits (GASB 45)		1,600,000		
Adjustment - Bad Debt		25,000		
Adjustment - Service Costs Construction		550,000		
Adjustment - Capitalized Construction		(1,200,000)		
Net Non-Operating Income		<u>9,931,231</u>		
Cash from Revenues above Expenses to place into funds		\$ 11,322,146		
Reserve Funds (Based on Resolution No. 23-15)				
1 Capital Improvement Fund (CIF)	\$ -	\$ 550,000	\$ 550,000	\$ -
2 Bond Proceeds Fund	44,438,164	-	30,750,000	13,688,164
3 Debt Service Reserve Fund	-	-	-	-
4 Rate Stabilization Fund (Operating Cash)	1,498,830	100,000	-	1,598,830
Total Legally Restricted	\$ 45,936,994	\$ 650,000	\$ 31,300,000	\$ 15,286,994
5 Dam Self-Insurance	\$ 5,000,000	\$ -	\$ -	\$ 5,000,000
6 O&M Operating Reserve (3-Month operating exp.)	7,863,206	-	-	7,863,206
7 O&M Emergency Reserve	-	-	-	-
8 Unrestricted Reserves	5,144,897	10,110,441	8,948,409	6,306,929
Total Board Restricted (Operating Cash)	\$ 18,008,103	\$ 10,110,441	\$ 8,948,409	\$ 19,170,134
Total Operating Cash	\$ 19,506,933			\$ 20,768,964
Carry-over	(2,122,000)			
Available Operating Cash	\$ 17,384,933			

Income Statement

	BUDGET 2025	PROJECTED 2024	BUDGET ¹ 2024	ACTUAL 2023	ACTUAL 2022	ACTUAL 2021
Operating Revenue						
Wholesale Water (AVEK & LCID)	425,000	200,000	400,000	210,496	500,102	561,298
Water Sales	12,346,328	12,200,000	11,600,000	10,840,169	11,701,601	12,501,007
Meter Fees	20,098,974	20,000,000	19,850,000	18,475,947	16,801,752	15,218,790
Water Quality Fees	600,000	546,000	600,000	511,918	623,061	704,782
Elevation Fees	365,000	365,000	350,000	320,606	357,741	379,529
Other	1,207,000	1,233,000	1,200,000	1,312,496	1,336,182	995,791
	<u>35,042,302</u>	<u>34,544,000</u>	<u>34,000,000</u>	<u>31,671,632</u>	<u>31,320,439</u>	<u>30,361,197</u>
Operating Expenses						
Directors	195,500	157,046	194,500	143,547	155,196	139,057
Administration	5,844,940	5,251,413	5,840,491	5,442,941	5,029,313	4,420,240
Engineering	2,157,042	1,822,374	2,134,750	1,968,615	1,683,721	1,552,263
Facilities	8,504,418	7,452,373	8,154,071	7,728,961	7,594,506	7,158,094
Operations	4,706,266	4,835,739	4,341,785	4,407,574	3,634,901	3,426,679
Finance	2,106,408	1,724,023	1,987,750	1,903,743	1,845,937	1,799,510
Water-Use Efficiency	356,241	301,940	326,800	307,402	286,562	252,480
Human Resources	798,233	577,853	727,750	656,662	482,531	499,511
Information Technology	2,180,496	1,853,599	2,056,747	1,964,358	1,683,983	1,546,425
Customer Care	1,821,843	1,707,759	1,651,350	1,735,449	1,513,596	1,363,337
Water Purchases	2,600,000	4,450,000	2,600,000	4,008,015	2,058,382	4,719,411
OAP Chrg (Prior Year)	25,000	(17,000)	25,000	(24,609)	(645)	(23,103)
Water Recovery	155,000	118,000	155,000	125,688	(25,594)	(705)
Water Quality (GAC Media)	750,000	669,000	750,000	608,626	304,920	589,415
Littlerock Dam Sediment Removal Project	1,800,000	35,000	1,800,000	228,249	2,692,727	626,846
Plant Expenditures	400,000	223,000	400,000	321,736	140,453	270,233
Cash Expenses	<u>34,401,387</u>	<u>31,162,119</u>	<u>33,145,994</u>	<u>31,526,958</u>	<u>29,080,490</u>	<u>28,339,693</u>
Depreciation	5,800,000	5,572,000	5,600,000	5,594,181	5,223,047	5,270,174
Right to Use Asset Amortization (GASB 87)	-	-	-	131,336	136,845	-
Post-Employment Benefit (GASB 75)	1,600,000	1,531,000	1,600,000	362,277	17,354	920,142
Bad Debts	25,000	12,000	25,000	2,908	16,690	6,477
Service Costs Construction	550,000	465,000	550,000	446,693	480,546	294,667
Capitalized Construction	(1,200,000)	(1,450,000)	(1,200,000)	(1,198,486)	(1,256,442)	(910,555)
Non-Cash Expenses	<u>6,775,000</u>	<u>6,130,000</u>	<u>6,575,000</u>	<u>5,338,910</u>	<u>4,618,040</u>	<u>5,580,905</u>
Net Operating Income/(Loss)	<u>(6,134,085)</u>	<u>(2,748,119)</u>	<u>(5,720,994)</u>	<u>(5,194,236)</u>	<u>(2,378,091)</u>	<u>(3,559,401)</u>
Non-operating Revenues						
Assessments (Debt Service)	7,000,000	7,260,000	7,000,000	6,009,593	7,169,879	5,179,076
Assessments (1%)	2,593,355	4,515,000	2,700,000	2,909,289	2,640,066	1,660,944
Successor Agency Component (Prop Tax)	884,327	980,000	750,000	998,755	836,598	840,880
DWR Fixed Charge Recovery	300,000	310,000	300,000	388,705	349,339	368,950
Interest	285,000	545,000	285,000	266,676	137,917	121,220
Market Adj. on Investments	-	265,000	-	306,968	(40,683)	(122,287)
Capital Improvement Fees	550,000	158,000	550,000	802,116	2,318,354	3,369,397
Grants - State & Federal	6,000,000	1,925,000	1,100,000	1,296,278	154,081	468,798
State Water Project - Table A Water Exchange	-	1,425,000	-	2,901,699	-	-
Rental Revenue - Cellular Towers (GASB 87)	-	-	-	185,449	193,519	-
Other	25,000	718,000	25,000	171,035	236,573	167,597
	<u>17,637,682</u>	<u>18,101,000</u>	<u>12,710,000</u>	<u>16,236,561</u>	<u>13,995,642</u>	<u>12,054,575</u>
Non-operating Expenses						
Interest Paid & Amortization on long-term debt	2,743,231	3,277,000	2,743,231	3,061,427	2,444,692	2,858,856
Amortization of SWP	4,838,220	4,985,000	4,838,220	4,492,670	4,008,232	4,222,272
Capital Contributions	-	-	-	-	(3,089,833)	(1,878,141)
Change in Investments in PRWA	25,000	10,600	25,000	(27,632)	5,370	14,457
Water-Use Efficiency	100,000	56,000	100,000	109,725	210,915	107,181
Rate Assistance Program (GASB 87)	-	-	-	171,546	304,008	-
	<u>7,706,451</u>	<u>8,328,600</u>	<u>7,706,451</u>	<u>7,807,736</u>	<u>3,883,385</u>	<u>5,324,625</u>
Net Non-operating Income/(Loss)	<u>9,931,231</u>	<u>9,772,400</u>	<u>5,003,549</u>	<u>8,428,825</u>	<u>10,112,257</u>	<u>6,729,950</u>
Net Earnings(Loss)	<u>3,797,146</u>	<u>7,024,281</u>	<u>(717,445)</u>	<u>3,234,589</u>	<u>7,734,166</u>	<u>3,170,549</u>

Income Statement – General Information

	BUDGET 2025	PROJECTED 2024	BUDGET ¹ 2024	ACTUAL 2023	ACTUAL 2022	ACTUAL 2021
Operating Revenue	1.44%	1.60%	35.10%	14.95%	24.46%	22.01%
Operating Expenses	10.52%	-6.77%	8.04%	-15.13%	-24.12%	-14.28%
Non-operating Revenues	-2.56%	42.42%	39.04%	73.26%	53.11%	50.06%
Non-operating Expenses	-7.47%	8.07%	39.31%	32.84%	-29.80%	9.76%

Footnotes:

- ¹ 2024 Budget contains all amendments made during the current fiscal year. All amendments were done as transfers between GL accounts with no change to overall budgeted amounts.
- ² 2025 Budget for water sales is based on 15,000 ac. ft. This amount is an increase of 500 ac. ft. compared to the 2024 budget.
- ³ 2024 water purchases are based on purchasing 8,465 ac. ft. of water from the Department of Water Resources.
- ⁴ GAC filter media purchases are directly offset by the revenues from the water quality fee for the prior year. The 2025 Budget includes the possible replacement of up to four contactors and the localized contactor at the El Camino Underground site.
- ⁵ Post-employment accrual expense (OPEB) was added as a compliance requirement for GASB 75 (2015).
- ⁶ Capital improvement fees for new development are made up of two components: infrastructure and water supply. The water supply fee portion will be used to secure new source supply and will not impact current customers.
- ⁷ The approved operational expense of \$34,566,887 has been revised with a potential plant expenditure amount being set at \$400,000 not to exceed.

General Information:

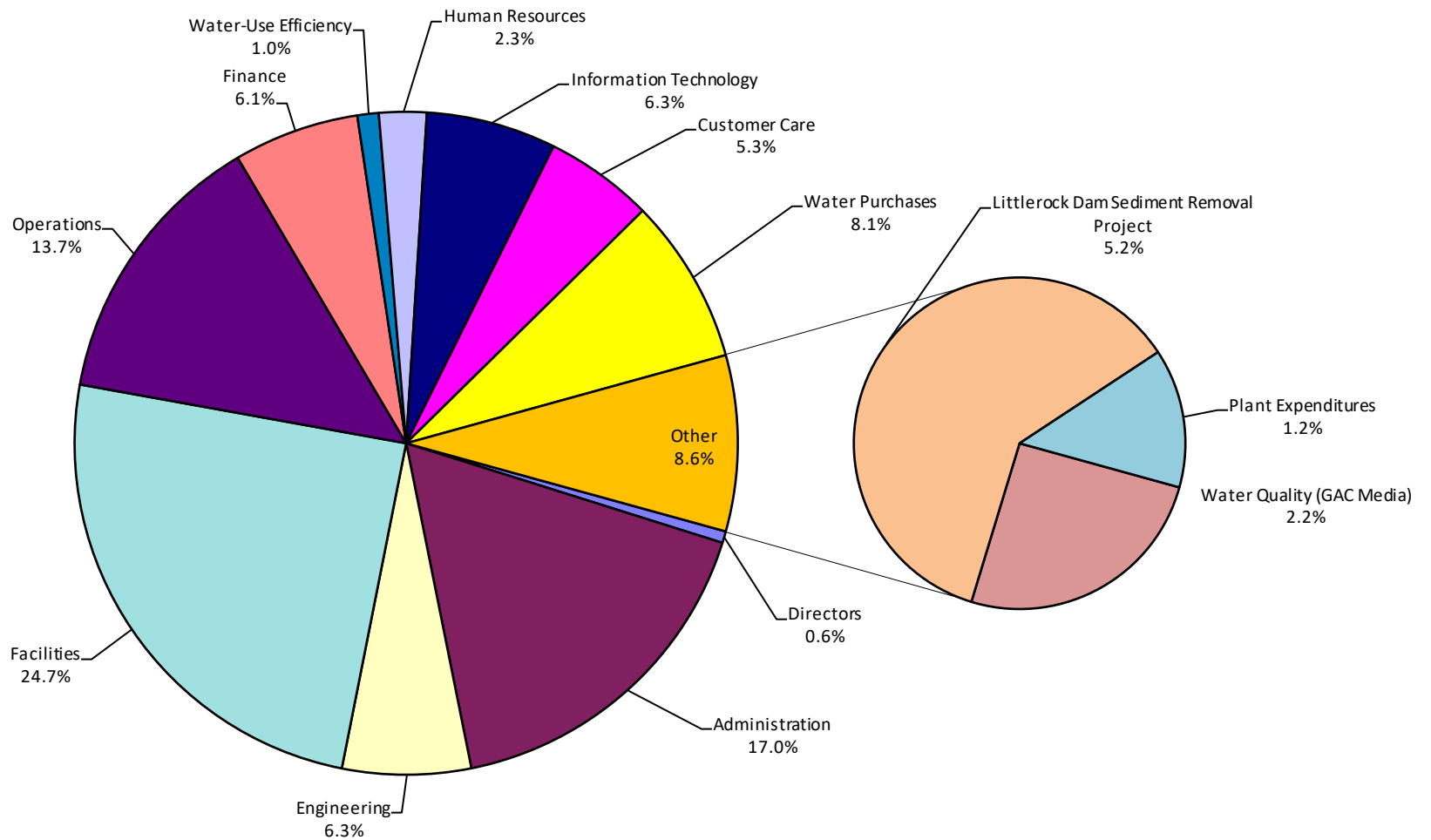
The District entered into a Capital Leasing agreement in 2022 for addressing heavy equipment (vehicles), small capital equipment, meter reading equipment, meter register retrofit and endpoint radios, and various information technology equipment. The agreement is a 5-year term ending October 2027. The agreement also contains an early payoff provision starting in year three that could save on interest expense.

Projected federal grant funds were adjusted to coincide with the potential revenue receipt. The receipt of these funds have been removed until confirmation has been received by the District from the administrative agency overseeing these funds.

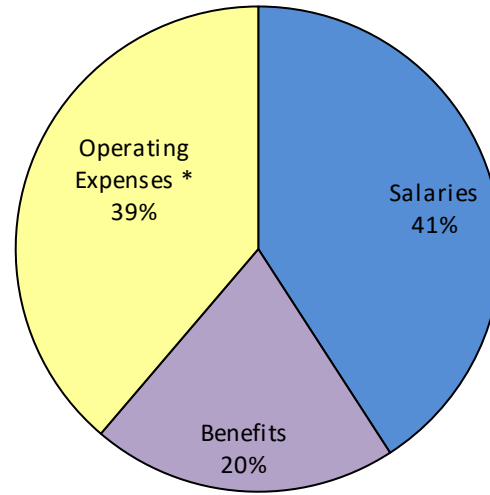
Cost Factors and Assumptions:

- I Water quality fee is \$0.05 per unit for 2025.
- II Cost-of-Living increase of 2.80% effective January 1, 2025.
- III Worker's comp rates are calculated at 0.00770 for office personnel and 0.04060 for field personnel.
- IV In 2025, PERS contribution rates vary based on employee classification. For non-PEPRA employees, the employer contributes 12.52% from January to June and 12.58% from July to December, while Classic PERS employees pay a 7% employee portion. For PEPRA employees, the employer contributes 7.87% for the first half of the year and 7.96% for the second half, with employees paying 7.75%.
- V Employee benefits include the cost of medical, dental & vision plans as well as the Employee Assistance Program and on the job life insurance death benefit. Healthcare is capped per employee at \$2,331.67 effective January 1, 2025.
- VI The District's medical insurance rates have increased 7.63% on the blended average for the six medical plans. The dental insurance and vision insurance offered to employees will remain the same as the 2024 cost. All health insurance plans are managed and administered through
- VII Health insurance includes benefits to Directors who qualify for benefits and opt to participate in the plans.
- VIII Operating Revenue estimates were based on the potential sales of 14,500 ac. ft. of water for the 2024 Budget.

2025 Operating Expenses (excluding non-cash expenses) – Graph



2025 Departmental Expenses – Graph



2025 Departmental Expenses	
Salaries	\$ 11,714,250
Benefits	5,846,026
Operating Expenses *	11,111,111
Total	<u>\$ 28,671,387</u>

* Excludes the expenses related to water purchases, water quality (GAC media), sediment removal and plant expenditures.

Statement of Cash Flows

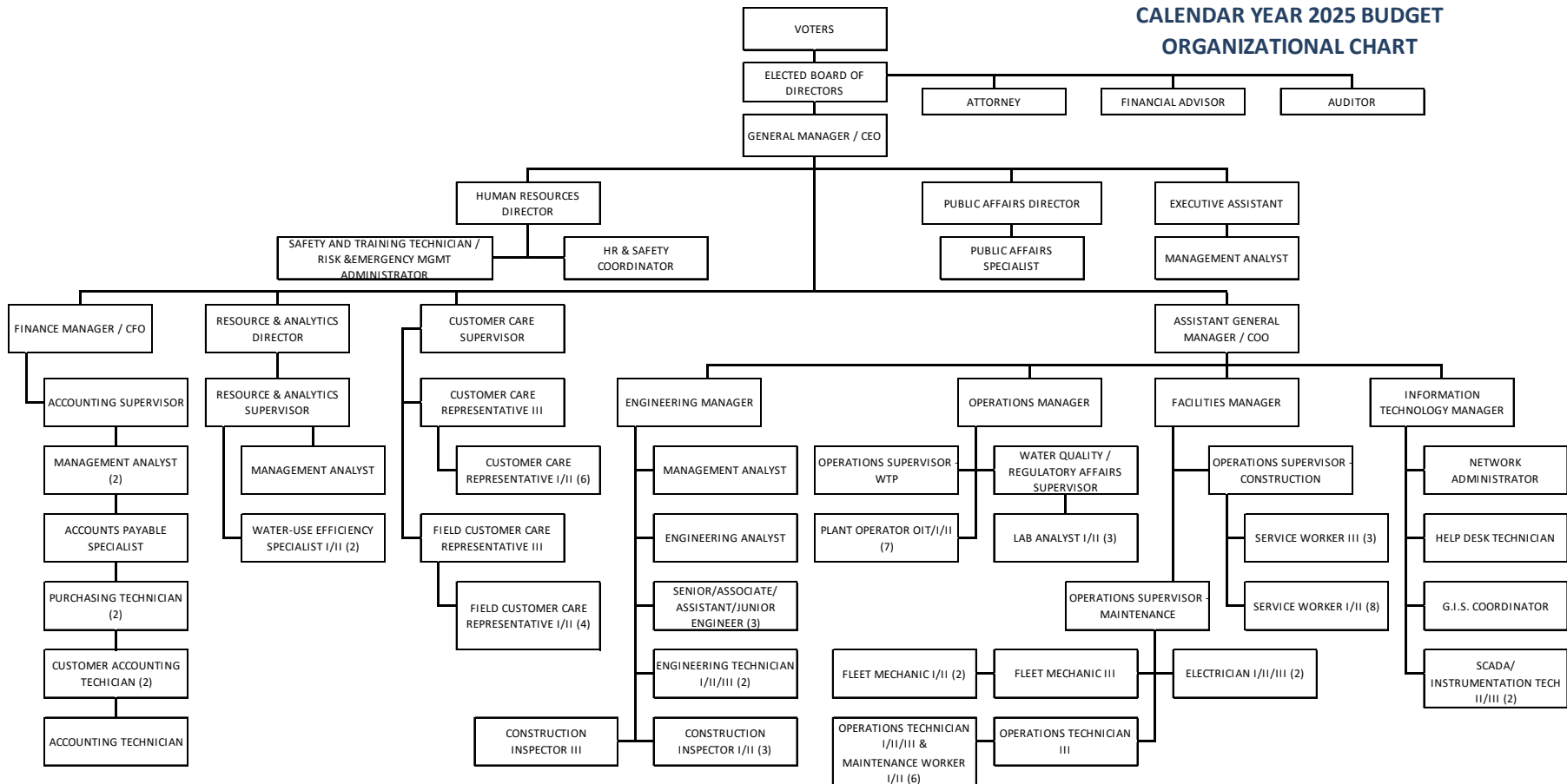
	Audited Numbers				
	Budget 2025	Projected 2024	2023	2022	2021
Beginning Cash	18,820,358	15,553,635	16,094,933	14,583,782	11,736,926
Operating Activities					
Net Operating Revenues	35,042,302	34,544,000	30,348,592	31,320,439	30,361,197
Net Operating Expenses	(34,401,387)	(31,162,119)	(31,526,958)	(29,080,490)	(28,339,693)
Carry-over Expense	(560,000)	-	-	-	-
Net cash provided by operating activities	80,915	3,381,881	(1,178,366)	2,239,949	2,021,505
Other Sources and Uses of Cash					
Assessments received	10,477,682	12,755,000	9,917,637	10,646,542	7,680,900
Payments for State Water Project	(6,407,232)	(7,176,456)	(6,357,278)	(6,357,278)	(4,804,822)
Capital Improvement Fees Received	550,000	158,000	802,116	2,318,354	3,369,397
State Water Project - Table A Water Exchange	-	3,003,659	1,323,040	-	-
Water-Use Efficiency	(100,000)	(56,000)	(109,725)	(210,915)	(107,181)
Acquisition of Property, Plant & Equip. - Current Yr	-	(5,213,306)	(1,225,159)	(3,080,901)	(1,501,344)
Acquisition of Property, Plant & Equip. - Carry-over	(2,122,000)	(2,028,524)	(2,090,014)	(795,615)	-
Committed Contract - Upper Amargosa Creek Project	-	-	-	-	(720,579)
Investments in PRWA	(25,000)	(10,600)	27,632	(5,370)	(14,457)
Capital Leasing - Principal & Interest	(527,401)	(527,401)	(178,953)	(178,953)	(178,953)
Principal Paid on Long-Term Debt	(2,900,369)	(2,017,951)	(1,838,503)	(1,838,503)	(1,838,503)
Interest Paid on Long-Term Debt	(3,587,989)	(2,206,579)	(2,063,385)	(2,063,385)	(2,063,385)
DWR Refund (Capital Related)	300,000	310,000	388,705	349,339	368,950
State Grants and Other Income	6,025,000	2,643,000	1,467,313	390,654	636,394
Interest on Investments	285,000	810,000	573,644	97,234	(1,067)
Net Cash Provided by Other Sources and Uses	1,967,690	442,842	637,069	(728,798)	825,351
Net Increase (Decrease) in Cash	2,048,606	3,824,723	(541,297)	1,511,151	2,846,856
Rate Stabilization Fund	(100,000)	(558,000)	-	-	-
Cash End of Year	20,768,964	18,820,358	15,553,635	16,094,933	14,583,782
Less Restricted Cash	-	-	-	-	-
Acquisition of Property, Plant & Equip. - Carry-over	-	(2,122,000)	(2,028,524)	(2,090,014)	(795,615)
Committed Contract - Upper Amargosa Creek Project	-	-	-	-	-
Available Operating Cash	20,768,964	16,698,358	13,525,112	14,004,919	13,788,167
Capital Funding					
Beginning Cash (Restricted)	37,794,286	7,723,940	7,723,940	11,012,597	2,254,741
Proceeds on Issuance of Long-Term Debt	-	22,000,000	13,520,000	2,400,000	10,000,000
Proceeds on Issuance of WIFIA Loan - Phase 1	-	14,805,000	-	-	-
Committed Contracts on 2018 WRB Projects	-	-	-	(2,130,551)	(124,212)
Committed Contracts on 2021 WRB Projects	-	(751,940)	(4,899,203)	(3,230,925)	(1,117,932)
Committed Contracts on 2022 Capital Lease	-	(307,644)	(1,765,175)	(327,181)	-
Committed Contracts on 2023 WRB Projects	(8,750,000)	(2,458,256)	(211,744)	-	-
Committed Contracts on 2024 WRB Projects	(11,000,000)	(3,216,814)	-	-	-
Committed Contracts on WIFIA Loan - Phase 1	(11,000,000)	-	-	-	-
Restricted Cash	7,044,286	37,794,286	14,367,818	7,723,940	11,012,597

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**CALENDAR YEAR 2025 BUDGET
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Personnel Summary

	CY 2025 BUDGET	CY 2024 BUDGET	CY 2023 BUDGET	CY 2022 BUDGET	CY 2021 BUDGET
ADMINISTRATION					
Managers/Supervisors	8	8	8	8	8
Staff	10	9	9	9	8
Staff - Part-time	-	1	1	-	-
TOTAL ADMINISTRATION	18	18	18	17	16
FINANCE					
Managers/Supervisors	2	2	2	3	3
Staff	8	8	8	6	6
TOTAL FINANCE	10	10	10	9	9
CUSTOMER CARE					
Managers/Supervisors	1	1	1	1	1
Clerical	7	7	7	7	7
Field	5	5	5	5	5
TOTAL CUSTOMER CARE	13	13	13	13	13
ENGINEERING					
Managers/Supervisors	3	3	3	2	2
Staff	9	9	9	9	9
TOTAL ENGINEERING	12	12	12	11	11
FACILITIES					
Managers/Supervisors	3	3	3	3	3
Staff	23	23	23	22	22
TOTAL FACILITIES	26	26	26	25	25
OPERATIONS					
Managers/Supervisors	3	2	2	2	2
Staff	10	9	9	9	9
TOTAL OPERATION AND PRODUCTION	13	11	11	11	11
WATER-USE EFFICIENCY					
Managers/Supervisors	-	-	-	-	-
Staff	2	2	2	2	2
TOTAL WATER-USE EFFICIENCY	2	2	2	2	2
TOTAL PERSONNEL	94	92	92	88	87

ng represent the part-time interns (not included in above figures): 3 - - - -

Notes:

- Five elected officials serve on Palmdale Water District's Board of Directors.

Labor and Benefits Cost Summary

Accounting Category	CY 2025 BUDGET	CY 2024 PROJECTED	CY 2024 BUDGET	CY 2023 ACTUAL	CY 2022 ACTUAL	CY 2021 ACTUAL
Salaries (Includes On-Call and Overtime)	11,809,250	10,330,243	11,511,500	10,496,679	9,914,999	9,388,064
FICA / Medicare (Employer Portion)	888,000	795,495	885,750	753,352	707,315	665,732
Healthcare Benefits	2,074,500	1,728,439	1,882,250	1,579,847	1,586,444	1,610,037
Retirement (CalPERS)	2,404,966	1,998,954	2,169,041	2,862,386	1,790,422	1,655,630
Workers Comp	240,810	167,176	230,000	185,750	210,121	300,337
Life Insurance/EAP Program	7,250	6,222	7,000	6,351	6,424	6,087
TOTAL	17,424,776	15,026,529	16,685,541	15,884,366	14,215,725	13,625,888

Approved Capital Expenditures Carry-over/Plant Expenditure Summary

LISTING WILL BE PROVIDED AFTER CORRECTIONS ARE MADE

New Capital Expenditures Project Request Summary

LISTING WILL BE PROVIDED AFTER CORRECTIONS ARE MADE

Deferred Capital Expenditures Project Summary

LISTING WILL BE PROVIDED AFTER CORRECTIONS ARE MADE

Deferred Capital Expenditures Project Summary (continued)

LISTING WILL BE PROVIDED AFTER CORRECTIONS ARE MADE

DEPARTMENTS

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Administration Department

DESCRIPTION:

The Administration Department oversees the District's operations under the guidance of the Board of Directors, which establishes policy, and the General Manager, who reports to the Board and handles the District's daily operations. Key roles within the Administration Department include attorneys and the financial advisor, both of whom report to the Board and collaborate with staff through the General Manager. Additionally, the department encompasses the positions of Assistant General Manager, Executive Assistant, Management Analyst, Resource and Analytics Director, Resource and Analytics Supervisor, Public Affairs Director, and Public Affairs Specialist.

2024 ACCOMPLISHMENTS:

- 1) Held successful Littlerock Dam's 100th anniversary celebration and Pure Water AV groundbreaking, which was featured in the Los Angeles Times.
- 2) Conducted Prop 218 outreach with virtual and in-person workshops, fact sheet, notice and social media.
- 3) Hosted 6th annual Water Ambassadors Academy that graduated 14 and held 4th annual Jr. Water Ambassadors Academy for 14 Knight High School students.
- 4) Debuted the Littlerock Dam 100th anniversary video.
- 5) Held PWAV message training for Board and staff.
- 6) Hosted Let's Talk H2O! events on water quality and water supply.
- 7) Coordinated and hosted Special Districts Association of North Los Angeles County monthly executive board meetings and three membership luncheons.
- 8) Created a short video for the 50th anniversary of the Safe Drinking Water Act.
- 9) Coordinated certificates from Assemblymembers Lackey and Carrillo for staff during the 8th annual Water Professionals Appreciation Week.
- 10) Received two PRSA-LA Award of Achievement for Water Ambassadors Academy and Pure Water AV groundbreaking.
- 11) Wrote/distributed 22 press releases and 206 social media posts. *
- 12) Held three Coffee with a Director events at Starbucks.
- 13) Assisted WUE team with two Water-Wise Workshops.
- 14) Assisted WTP lab with the 2024 CCR.
- 15) Participated in community events, including Districts Make a Difference Week, National Night Out, AV College's Palmdale Center Summer Block Party, Imagine a Day Without Water, and Resource and Conservation District's plant sale.
- 16) Donated bottles of water to the AV Fair and nonprofits, including AV Mental Health Awareness Walk and the You Are Enough Foundation.
- 17) Sponsored the city of Palmdale's first State of the City.
- 18) Served on ACWA's Communications Committee and Awards and Scholarships Subcommittee for the third year. Appointed to serve on ACWA's Outreach Taskforce and selected to serve as a judge on the 2024 Huell Howser Excellence in Communications Award.
- 19) Published monthly "Employee Buzz" and quarterly "The Pipeline."
- 20) Continued utilizing LinkedIn to publicize new job openings and bid requests, and to highlight PWD and staff.
- 21) Informed customers through social media, Nextdoor, Constant Contact and messages in monthly bills to publicize PWD and to inform ratepayers.
- 22) Continued to grow social media platforms. Total platform engagements have increased by about 30%.
- 23) Continued to submit important stories to ACWA News and CSDA magazine. PWD was featured a couple of times.

2025 GOALS:

- 1) Hold groundbreaking for the Palmdale Ditch conversion.
- 2) Debut internal podcast and new PWD history video.
- 3) Schedule meetings and tours with newly elected Congressman George Whitesides and state Sen. Suzette Valladares and/or their staff.
- 4) Continue to publicize Pure Water AV Demonstration Facility and plan for the 2026 opening/ribbon-cutting.
- 5) Host Let's Talk H2O! events throughout the year on important topics for the community, including water quality, emergency preparedness, recycled water, etc.
- 6) Hold 7th annual Water Ambassadors Academy and 5th annual Jr. Water Ambassadors Academy.
- 7) Host Coffee with a Director, Customer Appreciation Day/Open House, Imagine a Day Without Water and Earth Day events.
- 8) Assist WTP lab with 2025 CCR.
- 9) Highlight employees during 9th annual Water Professionals Appreciation Week.
- 10) Participate in community events, including Districts Make a Difference Week, National Night Out, Read Across America, AV Fair and AV College's Palmdale Center Summer Block Party.
- 11) Hold press events and send press releases announcing PWD's important news and events.
- 12) Continue to serve as administrator for Special Districts Association of North Los Angeles County with monthly board meetings and thrice yearly membership luncheons.
- 13) Collaborate with the WUE team on Water-Wise Workshops and promote programs and events for the community and schools.
- 14) Continue growing social media platforms.
- 15) Continue to network with the AV EDGE, local chambers, San Gabriel Mountains Community Collaborative, AV CERT and other community groups.
- 16) Continue to publish "The Pipeline" quarterly and the "Employee Buzz" monthly.
- 17) Continue to submit important stories to ACWA News, CSDA magazine and other industry magazines.
- 18) Continue to use social media, Nextdoor, Constant Contact and messages in monthly bills to publicize PWD

Board of Directors

Directors		BUDGET	PROJECTED	BUDGET	ACTUAL	ACTUAL	ACTUAL
PERSONNEL BUDGET:		2025	2024	2024	2023	2022	2021
1-01-4000-000	Directors Fees	-	-	-	-	-	-
Benefits							
1-01-4005-000	Payroll Taxes	9,500	7,742	9,500	7,387	7,961	5,761
1-01-4010-000	Health Insurance	31,000	27,435	30,000	25,601	27,416	-
	Subtotal (Benefits)	40,500	35,177	39,500	32,988	35,377	5,761
	Personnel Expenses	40,500	35,177	39,500	32,988	35,377	5,761
OPERATING EXPENSES:							
1-01-4050-000	Director's Travel, Seminars & Meetings	-	-	-	-	-	-
1-01-xxxx-006	Director's Expense Share - Dizmang, Gloria	-	220	-	15,310	30,297	21,478
1-01-xxxx-007	Director's Expense Share - Alverado, Robert	-	-	-	-	-	-
1-01-xxxx-008	Director's Expense Share - Mac Laren, Kathy	-	21,380	-	20,066	20,914	28,116
1-01-xxxx-009	Director's Expense Share - Estes, Joe	-	-	-	-	-	-
1-01-xxxx-010	Director's Expense Share - Dino, Vincent	-	27,570	-	31,032	25,697	23,392
1-01-xxxx-011	Director's Expense Share - Henriquez, Marco	-	-	-	-	-	-
1-01-xxxx-012	Director's Expense Share - Wilson, Don	-	24,749	-	25,786	22,695	17,751
1-01-xxxx-013	Director's Expense Share - Merino, Amberrose	-	-	-	-	4,190	42,559
1-01-xxxx-014	Director's Expense Share - Kellerman, Scott	-	22,834	-	18,365	16,026	-
1-01-xxxx-015	Director's Expense Share - Sanchez, Cynthia	-	25,117	-	-	-	-
	Total Operating Expense	155,000	121,870	155,000	110,559	119,820	133,296
	Total Departmental Expenses	195,500	157,046	194,500	143,547	155,196	139,057

Administration

Administration		BUDGET	PROJECTED	BUDGET	ACTUAL	ACTUAL
PERSONNEL BUDGET:		2025	2024	2024	2023	2022
1-02-4000-000	Salaries	1,640,000	1,396,565	1,859,500	1,470,307	1,492,579
1-02-4000-100	Salaries - Departmental Overtime	5,250	3,237	5,000	1,764	4,013
	Subtotal (Salaries)	1,645,250	1,399,803	1,864,500	1,472,072	1,496,592
Employee Benefits						
1-02-4005-000	Payroll Taxes	140,000	99,392	144,750	93,362	92,318
1-02-4010-000	Health Insurance	190,000	171,724	202,250	157,110	176,226
1-02-4015-000	Pers	195,000	122,317	193,000	240,465	125,837
	Subtotal (Benefits)	525,000	393,433	540,000	490,936	394,381
District-wide Salaries & Benefits						
1-02-5070-001	Salaries-On-Call/Stand By Time	95,000	84,303	90,000	81,012	87,402
1-02-5070-002	PERS-Unfunded Liability	1,264,466	1,039,041	1,039,041	940,423	938,763
1-02-5070-003	Worker's Compensation	240,810	167,176	230,000	185,750	210,121
1-02-5070-004	Vacation Benefit Expense	95,000	80,338	95,000	81,592	35,717
1-02-5070-005	Life Insurance/EAP	7,250	6,222	7,000	6,351	6,424
	Subtotal (District-wide)	1,702,526	1,377,081	1,461,041	1,295,129	1,278,427
	Personnel Expenses	3,872,776	3,170,316	3,865,541	3,258,137	3,169,400
OPERATING EXPENSES:						
1-02-4050-000	Staff Travel	19,216	10,839	18,500	27,888	12,421
1-02-4050-100	General Manager Travel	5,713	4,778	5,500	5,268	5,119
1-02-4060-000	Staff Conferences & Seminars	7,790	2,354	7,500	4,999	9,231
1-02-4060-100	General Manager Conferences & Seminars	4,155	2,434	4,000	1,550	1,735
1-02-4130-000	Bank Charges	220,000	216,425	204,875	202,856	195,249
1-02-4150-000	Accounting Services	35,000	32,664	35,000	34,875	25,251
1-02-4175-000	Permits (Construction)	10,000	2,267	10,000	50	3,931
1-02-4180-000	Postage	16,000	10,755	15,500	16,014	9,871
1-02-4190-100	Public Relations - Publications	33,758	41,007	32,500	23,333	32,037
1-02-4190-700	Public Affairs - Marketing/Outreach	41,548	41,466	40,000	24,399	27,543
1-02-4190-705	Public Affairs - Drought Outreach	-	-	-	-	12,131
1-02-4190-710	Public Affairs - Advertising	4,155	1,200	4,000	550	250
1-02-4190-720	Public Affairs - Equipment	1,039	-	1,000	3,556	-
1-02-4190-730	Public Affairs - Conference/Seminar/Travel	4,155	900	4,000	600	3,086
1-02-4190-740	Public Affairs - Consultants	2,077	-	2,000	-	1,200
1-02-4190-750	Public Affairs - Memberships	1,558	483	1,500	912	885
1-02-4200-000	Advertising	1,000	532	1,000	610	945
1-02-4205-000	Office Supplies	27,500	17,380	27,500	26,342	18,094
	Total Operating Expense	434,665	385,484	414,375	373,802	358,978
District-wide Operating Expense						
1-02-5070-006	Other Operating	57,000	44,207	55,000	58,252	99,845
1-02-5070-007	Consultants	500,000	661,589	500,000	839,899	692,184
1-02-5070-008	Insurance	500,000	475,986	500,000	458,219	385,236
1-02-5070-009	Groundwater Adjudication - Legal	25,000	4,212	25,000	23,004	17,872
1-02-5070-010	Legal Services	181,000	198,017	175,000	175,057	188,085
1-02-5070-011	Memberships	165,000	202,359	158,000	163,818	76,354
1-02-5070-012	Elections	58,000	-	-	41,084	-
1-02-5070-014	Groundwater Adjudication - Pumping Assessment	51,500	70,287	47,575	51,669	41,360
1-02-5070-099	100th Anniversary - Littlerock Dam	-	38,957	100,000	-	-
	Total District-wide Operating Expense	1,537,500	1,695,613	1,560,575	1,811,003	1,500,935
	Total Departmental Expenses	5,844,940	5,251,413	5,840,491	5,442,941	5,029,313

Engineering Department

DESCRIPTION:

The Engineering Department is responsible for planning, project development and management, and quality control. Its associated duties include ensuring CEQA compliance, maintaining permits, reviewing plans, inspecting construction, updating facility maps, managing standard construction specifications, and reporting water production to uphold water rights.

2024 ACCOMPLISHMENTS:

- 1) Submitted planning and funding application for Pure Water Antelope Valley Demonstration Facility
- 2) Completed design, bid, and construction on the following projects:
 - Avenue R at 26th Street, Rudall, and 27th Street Water Main Replacement (Contract awarded).
 - 3M Booster Station Upgrades (Metro Builders – In construction).
 - Well No. 36 Equipping, west side of 15th Street East, north of Avenue P (Caliaqua, Inc. – In construction).
 - Avenue Q Recycled Waterline (American Pipeline Services – In construction).
 - Pure Water Antelope Valley – Demonstration Facility (W.M. Lyles – In construction).
 - Velocity Deficiency Pipeline Improvement (In construction).
- 3) Completed design work on the following projects:
 - Camarès Drive from Barrel Springs Road to Hacienda Drive.
 - Pipeline with velocity deficiency 2950 Zone, intersection of Avenue S and Sierra Highway.
 - 10th Street East from Avenue R4 – pipeline deficiency (In design).
 - Pearblossom Highway from 53rd Street East to Fort Tejon Road (In design).
 - Fort Tejon from 50th Street East to Pearblossom Highway (In design).
 - 17th Street East Avenue P4 to P8 & P8 to Well 14 (In design).
 - 20th Street East from Avenue P8 to Avenue Q (In design).
 - Design and rehabilitation of 6M Clearwell (In design).
 - Alpine Springs water main improvements – 2950 Zone (Awaiting grant funding).
 - Palmdale Ditch conversion (In design – grant funded).
 - Littlerock Dam – Work plan and interior improvements (Pending design from AECOM, electrical work plans completed).
- 4) Inspection, construction, and completion on the following water system improvement developer projects:
 - Water system improvements for proposed commercial project located east side of Sierra Highway north of Avenue S (Completed).
 - Water system improvements for multi-family development at Avenue R and Division St. (Near completion).
 - Water system improvements for multi-family development at 25th Street East and Avenue Q12 (In construction).
 - Water system improvements for multi-family development at 25th Street East and Avenue Q4 (In construction).
 - Water system improvements for multi-family development at 9th Street East between Avenues Q11 and Q12 (In construction).
 - Water System Improvements for proposed storage center located at 37550 Sierra Highway (In construction).
 - Inspection of city-wide fiber optics.

2024 ACCOMPLISHMENTS (cont):

- 5) Inspection of water system improvements – Tract 73068 Ravello Homes, Palmdale Blvd. between 50th and 55th Street East (Completed).
- 6) Water system improvement plans for District facilities impacted by city of Palmdale project 698; complete streets project on Avenue R from Sierra Highway to 25th Street East (In construction).
- 7) Water system improvement plans for District facilities impacted by city of Palmdale project 780, proposed sidewalk gap closure on Avenue Q12 at 11th and 12th Street East intersections (completed).
- 8) Water system improvement plans for District facilities impacted by city of Palmdale project 761, complete streets project on 10th Street East from Avenue Q9 to Q12 (In construction).
- 9) Water system improvement plans for city of Palmdale project 795, to serve Yellen Park (Near completion).
- 10) Water system improvement plans for District facilities impacted by city of Palmdale project 693, SR 138 project on Palmdale Blvd. from 5th to 10th Street East (In plan review).
- 11) Pure Water Antelope Valley Facility (In progress, environmental studies and full-scale conceptual).
- 12) Littlerock access road technical memorandum (Complete).
- 13) Strategic Water Resources Plan (Complete - Pending programmatic environmental impact report certification).
- 14) Grants Applied for:
 - EMA DR-4769-CA for the 2024 California severe winter storms, tornadoes, floodings, landslides, and mudslides (Application in progress).
 - FEMA Building Resilient Infrastructure and Communities (BRIC) Grant Program (Pending appeal).
 - 2024 WaterSmart Title XVI Winn Water Reclamation and Reuse Grant Program (Application submitted).
 - 2025 WaterSmart Drought Resilience Response Grant USBR (Application submitted).
 - Alpine Springs MHP Consolidation Grant (Application submitted).
- 15) Grant Awards received: \$714,000.
 - 2024 Bureau of Reclamation Water Recycling and Desalination Construction Programs – Pure Water AV Design Grant
- 16) Capital Impact Fees collected: \$166,768.81.

2025 GOALS:

- 1) In Construction:
 - Avenue Q Recycled Water Pipeline.
 - Avenue R and 27th Street E Pipeline Replacement.
 - 3M Booster Station Replacement.
 - Avenue S and Sierra Highway Pipeline Replacement.
 - Camarès Drive from Barrel Springs to Hacienda Drive.
 -
- 2) Design to Complete:
 - 20th ST E from Avenue P8 to Avenue Q.
 - 17th ST E from Well 14 to Avenue P4 and Avenue P8.
 - Palmdale Ditch Conversion.
 - Alpine Springs Pipeline.
 - 6M Clearwell Rehabilitation.

Engineering

Engineering		BUDGET	PROJECTED	BUDGET	ACTUAL	ACTUAL	ACTUAL
PERSONNEL BUDGET:		2025	2024	2024	2023	2022	2021
1-03-4000-000	Salaries	1,560,000	1,336,922	1,561,000	1,372,346	1,214,879	1,136,360
1-03-4000-100	Salaries - Departmental Overtime	16,000	6,640	16,000	14,656	22,736	21,988
	Subtotal (Salaries)	1,576,000	1,343,562	1,577,000	1,387,002	1,237,615	1,158,347
Employee Benefits							
1-03-4005-000	Payroll Taxes	115,000	105,884	119,750	100,233	90,038	82,135
1-03-4010-000	Health Insurance	278,000	234,986	249,000	208,033	196,270	187,708
1-03-4015-000	PERS	154,000	122,959	156,500	244,288	99,572	91,581
	Subtotal (Benefits)	547,000	463,828	525,250	552,554	385,880	361,424
	Personnel Expenses	2,123,000	1,807,390	2,102,250	1,939,556	1,623,495	1,519,772
OPERATING EXPENSES:							
1-03-4050-000	Staff Travel	4,155	2,092	4,000	1,819	3,182	1,595
1-03-4060-000	Staff Conferences & Seminars	10,387	3,212	10,000	11,156	8,874	5,650
1-03-4155-310	Contracted Services - Reproduction	3,000	-	3,000	-	3,100	-
1-03-4165-000	Memberships/Subscriptions	8,000	7,821	7,000	5,116	5,647	4,431
1-03-4250-000	General Materials & Supplies	7,500	1,859	7,500	3,277	7,311	3,592
1-03-4250-100	Supplies - Plotter Paper/Toner	1,000	-	1,000	-	112	226
1-03-4250-175	Supplies - GPS Plotting Tool	-	-	-	-	23,000	-
1-03-8100-100	Computer Software - Maint. & Support	-	-	-	7,691	9,000	16,998
	Total Operating Expense	34,042	14,984	32,500	29,059	60,226	32,492
	Total Departmental Expenses	2,157,042	1,822,374	2,134,750	1,968,615	1,683,721	1,552,263

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Facilities Department

DESCRIPTION:

The Facilities Department is responsible for maintaining and repairing pipelines, vehicles, equipment, and related facilities. The staff oversees the operation and maintenance of the District's infrastructure, including 22 active groundwater wells, 17 reservoir sites, 15 booster stations, 20 pressure-regulating stations, 9 seismic valves, 9 hydro-pneumatic tanks, and hypochlorite disinfection equipment at 32 of these sites. Additionally, the department ensures water quality standards, monitors system chlorine residuals, and manages energy use and pumping efficiency.

2024 ACCOMPLISHMENTS:

- 1) Continued valve exercising and maintenance program on 1,380 valves throughout the system.
- 2) Staff performed weekly, biweekly, and annual flushing of dead-end water mains to improve water quality.
- 3) Staff repaired three broken fire hydrants, 13 mainline, and 61 service line leaks throughout the District's water system.
- 4) Staff performed maintenance on 436 fire hydrants throughout the District's water system.
- 5) Staff completed the 2023 meter exchange project for seven routes, which consisted of 3,233 meters.
- 6) Staff conducted the processing for sale of items that were deemed surplus.
- 7) Upgraded 15 compound meters to Octave meters and rebuilt vault piping.
- 8) Performed winter maintenance at the water treatment plant.
- 9) Installed a new 24" butterfly valve at 10th Street East and Avenue R.
- 10) Installed new drain valves in sedimentation basins at the water treatment plant.
- 11) Installed a new 24" check valve at the IPS water treatment plant.
- 12) Rehabilitated Well 15, including installing a new engine, column, oil tube, shaft, and pump.
- 13) Installed a new effluent sample pump and piping in a vault at the water treatment plant.
- 14) Constructed a covered storage area at the main yard.
- 15) Installed a 40HP split-case pump, new flow meters, and piping at an underground booster station.
- 16) Rebuilt a 24" butterfly valve in the Department of Water Resources building.
- 17) Rebuilt the split-case pump at the T-8 booster station.
- 18) Installed a new vertical turbine pump at Well 8.
- 19) Installed a new pump and motor at Hilltop, along with electrical upgrades.
- 20) Installed a new vertical turbine pump and discharge head at Upper El Camino.
- 21) Installed a new submersible pump at Well 26.
- 22) Installed a new dose pump system at Well 2.
- 23) Secured a contract for turnkey installation of three new charging stations to replace the two ChargePoint stations at no cost to the District.

2025 GOALS:

- 1) Upgrade four compound meters to Octave meters and rebuild piping in vaults.
- 2) Complete the 2024 meter replacement program.
- 3) Ensure the Facilities Department completes all safety compliance training.
- 4) Replace broken gate valves.
- 5) Install two auto flushers to eliminate the need for manual flushing in designated areas.
- 6) Replace short length mainlines as part of the mainline replacement program.
- 7) Perform winter maintenance at the treatment plant.
- 8) Install five new electric vehicle charging stations through Electric Vehicle Charging Service (EVCS).

Facilities

Facilities		BUDGET	PROJECTED	BUDGET	ACTUAL	ACTUAL	ACTUAL
PERSONNEL BUDGET:		2025	2024	2024	2023	2022	2021
1-04-4000-000	Salaries	2,685,000	2,190,850	2,649,000	2,492,966	2,224,953	2,230,404
1-04-4000-100	Salaries - Departmental Overtime	165,000	156,746	150,000	189,278	166,452	147,785
	Subtotal (Salaries)	2,850,000	2,347,596	2,799,000	2,682,244	2,391,404	2,378,189
Employee Benefits							
1-04-4005-000	Payroll Taxes	205,000	182,988	213,000	204,273	185,043	180,549
1-04-4010-000	Health Insurance	580,000	454,813	558,000	465,659	477,132	459,412
1-04-4015-000	PERS	230,000	196,735	227,000	455,680	198,711	195,696
	Subtotal (Benefits)	1,015,000	834,537	998,000	1,125,612	860,886	835,657
	Personnel Expenses	3,865,000	3,182,133	3,797,000	3,807,856	3,252,290	3,213,846
OPERATING EXPENSES:							
1-04-4050-000	Staff Travel	5,194	13,721	5,000	5,730	-	452
1-04-4060-000	Staff Conferences & Seminars	7,790	7,623	7,500	4,575	275	50
1-04-4155-405	Contracted Services - Landscape Svcs (All Sites)	13,362	13,393	12,864	13,840	12,259	12,385
1-04-4155-410	Contracted Services - Landscape Svcs (Wells)	57,129	58,933	55,000	41,800	31,800	31,800
1-04-4155-420	Contracted Services - Janitorial Services (All Sites)	49,858	61,885	48,000	43,406	39,624	46,039
1-04-4155-425	Contracted Services - Pest Control Svcs (All Loc)	8,569	11,344	8,250	8,136	7,641	7,424
1-04-4155-430	Contracted Services - Pest Control Svcs (Plm Dam)	6,492	2,295	6,250	6,271	4,639	3,770
1-04-4155-435	Contracted Services - Elevator Services	3,376	10,193	3,250	3,069	2,965	2,871
1-04-4155-450	Contracted Services - Seismic Valve Controllers	7,271	-	7,000	7,268	6,987	6,987
1-04-4155-455	Contracted Services - Annual Tank Service	129,839	69,017	125,000	120,990	162,069	2,615
1-04-4155-460	Contracted Services - Fire Extinguisher Servicing	3,635	-	3,500	-	3,308	-
1-04-4155-468	Contracted Services - Fuel Serve	3,635	4,261	3,500	3,280	2,657	2,420
1-04-4155-499	Contracted Services - Miscellaneous	-	-	-	-	-	-
1-04-4175-000	Permits (District Facilities including Dams)	72,710	81,822	70,000	62,449	65,543	43,678
1-04-4215-100	Natural Gas - Wells & Boosters	384,226	239,736	500,000	348,126	483,086	539,616
1-04-4215-200	Natural Gas - Buildings	16,716	7,739	15,500	13,118	13,531	11,333
1-04-4220-100	Electricity - Wells & Boosters	2,306,902	2,355,259	2,000,000	2,000,495	2,221,783	2,049,526
1-04-4220-200	Electricity - Buildings	115,195	110,423	106,815	101,338	98,531	75,888
1-04-4225-000	Maint. & Repair - Vehicles	40,223	47,613	38,000	47,109	26,554	26,109
1-04-4230-100	Maint. & Rep. Operations - Office Building	13,231	9,796	12,500	4,513	6,339	7,720
1-04-4230-120	Maint. & Rep. Operations - Two-way Radios	1,500	721	1,500	990	660	470
1-04-4235-110	Maint. & Rep. Operations - Equipment	10,585	5,599	10,000	22,016	9,048	8,933
1-04-4235-400	Maint. & Rep. Operations - Wells	111,144	101,911	105,000	102,338	103,222	60,316
1-04-4235-405	Maint. & Rep. Operations - Boosters	89,973	79,275	85,000	39,342	101,617	52,552
1-04-4235-410	Maint. & Rep. Operations - Shop Bldgs	5,293	6,751	5,000	5,705	1,596	15,027
1-04-4235-415	Maint. & Rep. Operations - Facilities	52,926	45,532	50,000	38,441	8,716	12,533
1-04-4235-420	Maint. & Rep. Operations - Water Lines	317,553	278,733	300,000	277,706	359,364	266,240
1-04-4235-425	Maint. & Rep. Operations - Littlerock Dam	26,295	13,009	24,842	18,193	23,410	1,794
1-04-4235-435	Maint. & Rep. Operations - Palmdale Canal	8,997	-	8,500	23,108	5,501	537
1-04-4235-440	Maint. & Rep. Operations - Large Meters	3,457	-	3,265	1,987	3,077	6,813
1-04-4235-450	Maint. & Rep. Operations - Hypo Generators	10,585	60	10,000	8,090	4,488	3,961
1-04-4235-455	Maint. & Rep. Operations - Heavy Equipment	50,279	50,554	47,500	55,110	47,769	33,634
1-04-4235-460	Maint. & Rep. Operations - Storage Reservoirs	10,016	2,451	10,000	6,552	2,385	1,295
1-04-4235-461	Maint. & Rep. Operations - Air Vacs	6,086	3,601	5,750	4,686	5,749	3,488
1-04-4235-470	Maint. & Rep. Operations - Meter Exchanges	37,048	28,733	35,000	25,875	29,966	68,566
1-04-4300-100	Testing - Regulatory Compliance	12,984	11,300	12,500	12,628	9,573	8,234
1-04-4300-200	Testing - Large Meter Testing	14,542	1,960	14,000	10,535	16,160	14,460
1-04-4300-300	Testing - Edison Testing	11,880	16,400	11,437	-	10,900	-
1-04-6000-000	Waste Disposal	18,873	22,396	17,500	20,160	15,706	14,109
1-04-6100-100	Fuel - Gas and Diesel	219,820	147,602	212,097	172,315	197,656	147,382
1-04-6100-200	Lubricates District Wide	29,680	32,729	28,000	32,640	23,704	31,267
1-04-6200-000	Uniforms	35,316	25,291	34,000	31,411	26,076	21,650
1-04-6300-100	Supplies - General	60,245	48,139	58,000	57,539	60,392	54,085
1-04-6300-300	Supplies - Electrical	2,500	-	2,500	1,192	-	2,237
1-04-6300-800	Supplies - Construction Materials	28,824	35,955	27,750	35,188	24,266	36,073
1-04-6400-100	Tools - Facilities	31,161	37,531	30,000	37,863	25,772	29,104
1-04-6400-200	Tools - Vehicles	8,310	6,851	8,000	10,790	6,452	9,490
1-04-7000-100	Leases - Equipment	12,000	11,217	12,000	11,340	10,399	12,117
1-04-7000-200	Leases - Fleet	166,194	150,886	160,000	14,359	11,500	157,196
1-04-7001-200	Lease Interest Expense	-	-	-	7,499	7,501	-
	Total Operating Expense	4,639,418	4,270,240	4,357,071	3,921,106	4,342,216	3,944,248
	Total Departmental Expenses	8,504,418	7,452,373	8,154,071	7,728,961	7,594,506	7,158,094

Operations Department.

DESCRIPTION:

The Operations Department manages the water distribution system, which includes the water treatment plant, Lake Palmdale, Littlerock Dam and Reservoir, and the Palmdale Ditch for surface water sourcing and treatment. The department ensures compliance with federal, state, and local water quality regulations. Key responsibilities include updating the watershed sanitary survey, developing wellhead protection plans as part of source water protection efforts, overseeing lake management, optimizing energy use and pumping efficiency, addressing customer water quality complaints, and conducting water quality analysis.

2024 ACCOMPLISHMENTS:

- 1) Improved water quality by refining operational practices at the water treatment plant (WTP).
- 2) Completed a training program for new treatment operators.
- 3) Submitted the 2023 Electronic Annual Water System Report (SWRCB/DDW).
- 4) Conducted three GAC reactivations with Calgon before the contract ended, saving approximately \$300,000.
- 5) Removed accumulated sediment blocking a major drainage pipe on the WTP property.
- 6) Installed swamp coolers to prevent overheating and shutdown of hydraulic controls.
- 7) Identified the composition of WTP solids and initiated plans for proper local disposal.
- 8) Replaced over 200 exterior lights at the WTP to enhance safety and security.
- 9) Completed essential maintenance activities to ensure reliable WTP operation.
- 10) Updated laboratory documents to comply with new ELAP regulations (2016 TNI Standard).
- 11) Passed the ELAP on-site assessment, maintaining required ELAP accreditation.
- 12) Completed the Consumer Confidence Report and uploaded it to the state website.
- 13) Continued PFAS monitoring per SWRCB General Order No. DW-2022-0001-DDW.
- 14) Resolved all 16 customer water quality issues and inquiries from 2024.
- 15) Conducted 2024 Lead and Copper Monitoring (Triannual) and ensured compliance with regulatory action levels.
- 16) Purchased a replacement Ion Chromatography instrument.
- 17) Completed the Lead Service Line Inventory to meet EPA regulations.
- 18) Initiated UCMR5 monitoring.

2025 GOALS:

- 1) Develop and implement an effective lake monitoring program and clean up the Lake Palmdale shoreline.
- 2) Keep employees informed about significant District changes and improvements.
- 3) Profile and remove accumulated solids from the water treatment process.
- 4) Ensure 100% compliance with regulatory monitoring and legislative mandates.
- 5) Replace the outdated ion chromatograph instrument.
- 6) Complete all required laboratory activities, including:
 - a. Demonstration of Capability (DOC) evaluations.
 - b. Internal audits.
 - c. Method Detection Limit (MDL) studies.
 - d. On-site assessment for the 2026 ELAP renewal.
 - e. Proficiency testing for Fields of Accreditation (FOA).
 - f. Quality Assurance/Quality Control (QA/QC) activities.
 - g. Review and update Standard Operating Procedures (SOPs).

Operations

Operations		BUDGET	PROJECTED	BUDGET	ACTUAL	ACTUAL	ACTUAL
PERSONNEL BUDGET:		2025	2024	2024	2023	2022	2021
1-05-4000-000	Salaries	1,498,000	1,481,428	1,371,500	1,297,808	1,313,672	1,178,134
1-05-4000-100	Salaries - Departmental Overtime	108,000	107,476	100,000	122,986	121,539	99,235
	Subtotal (Salaries)	1,606,000	1,588,904	1,471,500	1,420,794	1,435,211	1,277,369
Employee Benefits							
1-05-4005-000	Payroll Taxes	128,000	125,554	119,500	107,811	100,493	95,066
1-05-4010-000	Health Insurance	276,000	220,036	228,000	187,563	174,978	193,486
1-05-4015-000	PERS	155,000	140,397	149,000	277,383	116,511	109,453
	Subtotal (Benefits)	559,000	485,987	496,500	572,757	391,982	398,005
	Personnel Expenses	2,165,000	2,074,891	1,968,000	1,993,551	1,827,193	1,675,374
OPERATING EXPENSES:							
1-05-4050-000	Staff Travel	3,428	4,244	3,300	2,409	1,615	2,707
1-05-4060-000	Staff Conferences & Seminars	3,428	733	3,300	3,310	549	-
1-05-4155-505	Contracted Services - Landscape Services	3,700	1,620	3,700	1,725	1,620	1,620
1-05-4155-525	Contracted Services - Wind Turbine Services	-	-	-	-	12,220	-
1-05-4155-540	Contracted Services - Lab Software	8,250	12,800	7,943	7,560	7,569	6,698
1-05-4155-545	Contracted Services - Lab Equipment Services	22,472	-	21,635	11,082	20,619	28,362
1-05-4155-550	Contracted Services - Water Quality Svcs (SolarBee)	50,772	65,173	48,880	48,880	37,600	-
1-05-4155-599	Contracted Services - Miscellaneous	-	-	-	-	40,400	-
1-05-4175-000	Permits (WTP Facilities Inclusive)	109,065	144,475	105,000	105,449	8,888	91,586
1-05-4215-200	Natural Gas - Water Treatment Plant	3,235	880	3,000	2,006	2,419	4,148
1-05-4220-200	Electricity - Water Treatment Plant	458,485	580,406	425,000	451,158	390,099	397,866
1-05-4230-110	Maint. & Rep. Office - Equipment	6,139	1,655	5,800	893	2,860	2,364
1-05-4235-110	Maint. & Rep. Operations - Equipment	42,340	29,815	40,000	38,669	19,352	27,734
1-05-4235-410	Maint. & Rep. Operations - Shop Bldgs	7,410	662	7,000	6,184	5,426	5,970
1-05-4235-415	Maint. & Rep. Operations - Facilities	86,798	69,154	82,000	147,913	73,366	26,909
1-05-4235-500	Maint. & Repair - Wind Turbine	-	-	-	-	-	4,589
1-05-4236-000	Palmdale Lake Management	209,400	244,673	200,000	77,473	79,484	134,998
1-05-6000-000	Waste Disposal	53,923	3,442	50,000	3,212	25,150	29,587
1-05-6200-000	Uniforms	16,199	11,855	15,595	16,029	15,335	13,831
1-05-6300-100	Supplies - General	31,161	10,411	30,000	20,332	21,753	16,223
1-05-6300-600	Supplies - Lab	89,437	66,346	82,931	60,785	76,500	67,158
1-05-6300-700	Outside Lab Work	88,760	69,433	82,303	56,489	75,920	68,550
1-05-6400-000	Tools	6,646	1,883	6,398	3,032	6,291	4,989
1-05-6500-000	Chemicals	1,240,219	1,441,187	1,150,000	1,348,699	882,675	814,780
1-05-7000-100	Leases - Equipment	-	-	-	734	-	638
	Total Operating Expense	2,541,266	2,760,848	2,373,785	2,414,023	1,807,708	1,751,305
	Total Departmental Expenses	4,706,266	4,835,739	4,341,785	4,407,574	3,634,901	3,426,679

Finance Department

DESCRIPTION:

The Finance Department is responsible for managing the District's financial operations, including billing, payment processing, collections, accounts payable, payroll, bank reconciliation, financial reporting (state and local), auditing, internal controls, and fixed asset management.

2024 ACCOMPLISHMENTS:

- 1) Completed the annual audit and required reporting to external governing agencies, including producing the audited financial report in-house for review by independent auditors.
- 2) Provided technical, financial, and acquisition support to all departments.
- 3) Delivered monthly financial reports to the General Manager and Board of Directors.
- 4) Ensured timely employee compensation.
- 5) Issued 2024A Water Revenue Bonds, raising \$22,000,000.
- 6) Secured the 2024 EPA WIFIA Loan, totaling \$15,804,967.
- 7) Finalized the 2024 Water Rate Study to implement new water rates for CY 2025 through CY 2029.
- 8) Liquidated the District's obligations promptly.
- 9) Continued refining the workflow schedule to enhance the closure of financial periods and improve monthly reconciliation processes.
- 10) Produced the annual District budget.
- 11) Collaborated with other departments on the successful replacement of meters, updating meter information in TruePoint as part of the Meter Replacement Program.

2025 GOALS:

- 1) Complete the year-end audit and required financial reports on time.
- 2) Provide ongoing technical, financial, and acquisition support to all departments.
- 3) Deliver monthly financial reports to the General Manager and Board of Directors.
- 4) Finalize procedural documentation for payables, payroll processing, and cross-training.
- 5) Continuing development of procedural documentation for financial processes, including job costing, depreciation, and account reconciliation.
- 6) Enhance the finance workflow schedule to improve responsiveness to financial information requests.
- 7) Upgrade the ERP financial system to replace the current system.
- 8) Implement a comprehensive FP&A reporting system for financial analysis and reporting.

Finance

Finance		BUDGET	PROJECTED	BUDGET	ACTUAL	ACTUAL	ACTUAL
PERSONNEL BUDGET:		2025	2024	2024	2023	2022	2021
1-06-4000-000	Salaries	1,192,000	987,669	1,120,000	1,011,439	1,066,506	1,053,965
1-06-4000-100	Salaries - Departmental Overtime	6,000	4,394	6,000	4,631	7,955	8,088
	Subtotal (Salaries)	1,198,000	992,063	1,126,000	1,016,070	1,074,461	1,062,053
Employee Benefits							
1-06-4005-000	Payroll Taxes	87,500	78,716	85,250	71,546	75,512	72,935
1-06-4010-000	Health Insurance	238,000	197,029	211,000	163,565	181,070	178,652
1-06-4015-000	PERS	122,500	110,301	122,250	211,459	104,106	102,478
	Subtotal (Benefits)	448,000	386,046	418,500	446,570	360,688	354,065
	Personnel Expenses	1,646,000	1,378,109	1,544,500	1,462,640	1,435,149	1,416,118
OPERATING EXPENSES:							
1-06-4050-000	Staff Travel	3,116	2,710	3,000	797	-	1,450
1-06-4060-000	Staff Conferences & Seminars	2,597	1,192	2,500	200	-	329
1-06-4155-100	Contracted Services - Infosend	337,581	193,321	325,000	321,161	299,825	262,528
1-06-4155-200	Contracted Services - Infosend Drought Related	-	-	-	-	-	19,554
1-06-4155-300	Contracted Services - AdComp Systems	4,415	5,447	4,250	4,085	4,085	4,085
1-06-4155-620	Contracted Services - Letter Extractor (OPEX)	3,635	-	3,500	3,425	3,170	3,045
1-06-4155-625	Contracted Services - GASB Actuarial Reports	14,023	18,267	13,500	4,850	12,450	4,650
1-06-4155-630	Contracted Services - Payroll/HR	-	-	-	4,225	-	-
1-06-4165-000	Memberships/Subscriptions	500	384	500	125	110	220
1-06-4250-000	General Material & Supplies	1,558	-	1,500	-	267	-
1-06-4260-000	Business Forms	1,558	1,333	1,500	107	534	175
1-06-4270-100	Telecommunication - Office	67,652	91,883	65,000	70,759	57,774	59,726
1-06-4270-200	Telecommunication - Cellular Stipend	20,774	28,680	20,000	28,710	29,250	25,605
1-06-7000-100	Leases - Equipment	3,000	2,697	3,000	2,660	3,323	2,025
	Total Operating Expense	460,408	345,914	443,250	441,103	410,788	383,391
	Total Departmental Expenses	2,106,408	1,724,023	1,987,750	1,903,743	1,845,937	1,799,510

Water-Use Efficiency Department

DESCRIPTION:

The Water-Use Efficiency Department's primary responsibilities are planning and executing conservation programs and providing information and education on conservation issues. Programs are developed for PWD customers and K-12 classrooms.

2024 ACCOMPLISHMENTS:

- 1) Conducted 37 In-person school presentations, reaching nearly 1,000 students.
- 2) Earth Day Poster Contest – 205 students participated, included a Board presentation involving five teachers and 12 students.
- 3) As of 11/05/2024, 31 water waste door tags were assigned.
- 4) As of 11/05/2024, there were three fines for a second notice or higher offense.
- 5) Staff worked on seven events, including National Night Out, AVC Summer Block Party, Let's Talk H2O, AVRCD plant sale, WUE and other workshops.
- 6) Staff adapted rebate and education programs to serve our ratepayers better.
- 7) Staff worked with Public Affairs to create water conservation literature.
- 8) Staff provided monthly usage reporting for the city and school districts to track water usage.
- 9) As of 11/30/2024, \$19,960.67 in rebates were issued to qualifying ratepayers.
- 10) 19 PWD customers (18 residential and 1 commercial) participated in the Water-Wise Landscape Program (WWLCP), totaling \$33,620.00 and replacing 17,857 square feet of residential and 1,224 square feet of commercial turf.

2025 GOALS:

- 1) Graphically represent WUE rebate and education program KPIs on Intranet.
- 2) Continue to adapt WUE programs to better suit customer and District needs.
- 3) Continue to work with Public Affairs on expanding WUE messaging.
- 4) Continue collaborating with Public Affairs on a community event for students K-12.
- 5) Create new contests for students K-12.
- 6) Staff will continue their working relationship with city and school districts.
- 7) Staff will continue working with Public Affairs at various community events.
- 8) Collaborate with Engineering on the design and implementation of the Pure Water AV Garden.
- 9) Increase the number of rebate participants in 2025 by 10% by proactively targeting commercial/industrial customers and the city of Palmdale.
- 10) Encourage staff to pursue WUE 2 certification to enhance expertise.
- 11) Reach out to Palmdale School District students to promote and encourage water education.

Water-Use Efficiency

<i>Water-Use Efficiency</i>		BUDGET	PROJECTED	BUDGET	ACTUAL	ACTUAL	ACTUAL
PERSONNEL BUDGET:		2025	2024	2024	2023	2022	2021
1-07-4000-000	Salaries	223,000	203,991	205,250	192,639	184,572	173,926
1-07-4000-100	Salaries - Departmental Overtime	8,000	4,887	10,500	4,136	13,098	2,473
	Subtotal (Salaries)	231,000	208,879	215,750	196,775	197,671	176,399
Employee Benefits							
1-07-4005-000	Payroll Taxes	18,000	17,512	16,750	15,600	15,756	13,674
1-07-4010-000	Health Insurance	55,000	40,970	44,250	39,710	41,145	37,924
1-07-4015-000	PERS	27,000	25,029	25,750	47,310	19,436	17,590
	Subtotal (Benefits)	100,000	83,511	86,750	102,621	76,337	69,189
	Personnel Expenses	331,000	292,390	302,500	299,395	274,007	245,588
OPERATING EXPENSES:							
1-07-4050-000	Staff Travel	2,077	256	2,000	1,263	1,047	634
1-07-4060-000	Staff Conferences & Seminars	1,558	1,227	1,500	870	850	670
1-07-4190-300	Public Relations - Landscape Workshop/Training	6,232	322	6,000	937	97	383
1-07-4190-400	Public Relations - Contests	1,039	-	1,000	-	-	1,140
1-07-4190-500	Public Relations - Education Programs	4,155	1,106	4,000	676	940	-
1-07-4190-900	Public Relations - Other	831	493	800	345	703	629
1-07-6300-100	Supplies - General	9,348	6,146	9,000	3,916	8,917	3,437
	Total Operating Expense	25,241	9,550	24,300	8,007	12,554	6,893
	Total Departmental Expenses	356,241	301,940	326,800	307,402	286,562	252,480

Human Resources Department

DESCRIPTION:

The Human Resources Department oversees all human resource functions for the District. This includes planning, organizing, directing, and reviewing activities such as recruitment and selection, onboarding, classification and compensation, benefits administration, employee relations, performance management, training, safety, and risk management.

2024 ACCOMPLISHMENTS:

- 1) Analyzed the District's benefit positions and recommended an updated approach for calculating the District's contribution to employee benefits.
- 2) Conducted 22 recruitment campaigns.
- 3) Facilitated brainstorming sessions following the employee engagement survey and developed action plans based on the results.
- 4) Updated the Employee Handbook.

2025 GOALS:

- 1) Review and revise job descriptions.
- 2) Train employees in evacuation procedures and conduct an emergency drill.
- 3) Update the Risk and Resilience Assessment and submit it to the Environmental Protection Agency (EPA).
- 4) Update the Emergency Preparedness Plan, submit it to the EPA, and provide training for management.

Human Resources

Human Resources		BUDGET	PROJECTED	BUDGET	ACTUAL	ACTUAL	ACTUAL
PERSONNEL BUDGET:		2025	2024	2024	2023	2022	2021
1-08-4000-000	Salaries	435,000	382,183	380,000	355,578	262,035	299,976
1-08-4000-100	Salaries - Departmental Overtime	5,000	1,101	5,250	1,470	6,236	268
1-08-4000-200	Salaries - Intern Program	54,000	-	54,000	-	2,690	-
	Subtotal (Salaries)	494,000	383,284	439,250	357,048	270,962	300,245
Employee Benefits							
1-08-4005-000	Payroll Taxes	35,000	31,285	34,500	26,308	20,397	20,601
1-08-4010-000	Health Insurance	59,500	60,429	56,500	41,439	16,783	33,493
1-08-4015-000	Pers	39,500	34,864	34,250	62,713	21,842	22,210
	Subtotal (Benefits)	134,000	126,578	125,250	130,459	59,022	76,304
	Personnel Expenses	628,000	509,862	564,500	487,508	329,983	376,549
OPERATING EXPENSES:							
1-08-4050-000	Staff Travel	1,558	3,707	1,500	2,582	1,314	-
1-08-4060-000	Staff Conferences & Seminars	5,194	239	5,000	6,017	635	-
1-08-4070-000	Employee Expense	83,760	1,042	80,000	97,107	74,203	67,485
1-08-4095-000	Employee Recruitment	10,387	14,119	10,000	11,210	11,169	8,457
1-08-4100-000	Employee Retention	3,116	1,433	3,000	5,501	475	1,239
1-08-4120-100	Training - Safety	16,619	14,073	16,000	10,252	14,514	21,975
1-08-4120-200	Training - Specialty	10,387	1,469	10,000	3,468	-	3,265
1-08-4121-000	Safety/HR Program	1,039	-	1,000	-	-	-
1-08-4165-000	Memberships/Subscriptions	1,298	1,659	1,250	2,268	1,034	754
1-08-4165-100	HR/Safety Publications	1,039	60	1,000	39	78	-
1-08-6300-500	Supplies - Safety	35,835	30,190	34,500	30,711	49,126	19,787
	Total Operating Expense	170,233	67,991	163,250	169,155	152,548	122,962
	Total Departmental Expenses	798,233	577,853	727,750	656,662	482,531	499,511

Information Technology Department

DESCRIPTION:

The Palmdale Water District Information Technology (IT) Department manages and supports the District's computer network, including the operation, maintenance, upgrades, and repairs of network hardware and employee workstations. Its primary responsibility is to ensure a safe and secure networking environment. Additional duties include managing the daily operations of the network data center, servers, District phone system, office machines, and software applications. The IT Department also tests and evaluates new software and hardware under consideration to ensure compatibility and performance within the District's current and future infrastructure.

2024 ACCOMPLISHMENTS:

1. Integrated Multi-Factor Authentication (MFA) with DUO and enhanced Microsoft security features, including conditional access and geoblocking.
2. Upgraded timesheet software and migrated to an updated SQL Server.
3. Replaced Finance Department devices with Microsoft Surfaces for improved mobility.
4. Migrated Finance to SharePoint for enhanced collaboration and implemented SharePoint/Office 365 backups using Veeam 365.
5. Upgraded alarm panels with cellular capabilities and replaced routers at the Main Office for higher throughput and internet redundancy.
6. Deployed time-lapse cameras to document the Pure Water AV site construction.
7. Upgraded to newer Cisco firewalls and premium SSDs in Microsoft Azure for improved security and performance.
8. Built a GIS Utility Network in Azure and supported data requirements for the Lead Service Line Inventory (LSLI).
9. Launched a password management system (Bitwarden) and built the Pure Water AV website.
10. Implemented new AMI integration with Sensus for mobility support.
11. Performed annual maintenance on level transmitters, flow meters, and chlorine analyzers.
12. Integrated sodium hypochlorite generators and new dose pumps at multiple wells and stations into the SCADA system.
13. Installed and integrated new tank level transmitters at 45th and 50th Street locations.
14. Upgraded SCADA systems at the treatment plant, including relocation of a power transformer, UPS installation, and HMI updates for distribution system overviews.
15. Converted PLCs to SCADAPack at booster stations and integrated emergency generators into SCADA.
16. Established new communications for Littlerock Dam and provided advanced SCADA training for staff.

2025 GOALS:

1. Upgrade the phone system and call center for improved communication capabilities.
2. Migration to the GIS Utility Network and continue developing GIS applications to assist employees with daily tasks.
3. Expand departmental integration into SharePoint for better collaboration.
4. Complete the Audio/Visual system upgrade for the Main Board Room.
5. Complete the Data Warehousing System to enhance data management.
6. Upgrade internet throughput for improved connectivity.
7. Replace AT&T communications at Littlerock Dam with a new communication system.
8. Upgrade SCADA systems and network for enhanced operational efficiency.

Information Technology

Information Technology

		BUDGET	PROJECTED	BUDGET	ACTUAL	ACTUAL	ACTUAL
PERSONNEL BUDGET:		2025	2024	2024	2023	2022	2021
1-09-4000-000	Salaries	806,000	736,494	740,000	677,487	632,537	590,289
1-09-4000-100	Salaries - Departmental Overtime	10,000	9,272	10,000	15,299	7,268	22,947
	Subtotal (Salaries)	816,000	745,767	750,000	692,786	639,805	613,237
Employee Benefits							
1-09-4005-000	Payroll Taxes	62,000	59,680	62,000	51,498	47,632	44,487
1-09-4010-000	Health Insurance	135,000	109,655	110,000	102,017	94,123	96,749
1-09-4015-000	PERS	87,500	84,535	95,000	155,654	65,684	58,989
	Subtotal (Benefits)	284,500	253,870	267,000	309,169	207,439	200,226
	Personnel Expenses	1,100,500	999,637	1,017,000	1,001,955	847,244	813,462

OPERATING EXPENSES:

1-09-4050-000	Staff Travel	3,116	2,250	3,000	199	1,300	1,345
1-09-4060-000	Staff Conferences & Seminars	7,790	4,392	7,500	2,305	3,748	6,353
1-09-4155-801	Cloud Services-MS-Office 360	41,548	-	40,000	-	38,852	32,015
1-09-4155-804	Cloud Services-Adobe-Creative Suite	14,282	278	13,750	22,000	10,983	10,393
1-09-4155-805	Cloud Services-Seamless Docs	7,790	9,767	7,500	6,825	5,500	6,167
1-09-4155-806	Cloud Services-IPSwitch-Moveit	10,906	580	10,500	15,967	10,027	161
1-09-4155-807	Cloud Services-GFI Fax	2,337	1,715	2,250	1,896	2,052	1,650
1-09-4155-808	Cloud Services-KnowBe4-Security Awareness	4,934	5,090	4,750	2,509	4,374	2,298
1-09-4155-809	Cloud Services-Network Solutions-DNS, Web Registration	3,635	1,280	3,500	3,510	1,751	2,077
1-09-4155-810	Cloud Services-IBM-MaaS 360	6,492	6,592	6,250	6,321	5,709	5,118
1-09-4155-811	Cloud Services-MSP Portal-Bit Defender	5,552	6,792	5,345	5,094	5,094	5,094
1-09-4155-812	Cloud Services-Akins-WiFi	-	10,333	-	135	-	523
1-09-4155-813	Cloud Services-FleetMate	545	-	525	500	500	500
1-09-4155-814	Cloud Services-Security Metrics-PCI Compliance	4,796	-	4,617	4,560	4,400	4,400
1-09-4155-815	Cloud Services-Citrix	2,089	2,979	2,011	-	1,916	1,825
1-09-4155-816	Cloud Services - Azure Services	41,548	47,195	40,000	35,511	39,119	2,033
1-09-4155-905	Contracted Services - Offsite Services	7,531	1,120	7,250	1,050	6,925	3,704
1-09-4155-910	Contracted Services - Printer Services	4,155	3,462	4,000	3,000	3,723	3,577
1-09-4155-915	Contracted Services - Website Design Services	5,194	8,546	5,000	6,762	350	4,171
1-09-4155-920	Contracted Services - Telephony Services	1,558	-	1,500	131	348	-
1-09-4155-925	Contracted Services - TDS (Network & Software Support)	42,587	11,325	41,000	64,635	26,826	25,659
1-09-4155-940	Contracted Services - Access Control & Fire Services	88,290	101,116	85,000	81,949	70,162	70,596
1-09-4155-945	Contracted Services - LA County Dataset	250	-	250	112	80	-
1-09-4155-955	Contracted Services - SCADA Software	-	32,464	-	-	17,743	22,215
1-09-4155-965	Contracted Services - ClearSCADA	20,774	-	20,000	19,614	-	-
1-09-4165-000	Memberships/Subscriptions	2,597	529	2,500	200	1,369	3,399
1-09-4235-445	Maint. & Rep - Telemetry	3,635	1,866	3,500	908	607	3,870
1-09-4270-100	Telecommunication - Office Phone	21,813	22,746	21,000	18,275	19,816	18,607
1-09-4270-125	Telecommunication - Office Backbone	22,852	20,580	22,000	20,580	20,580	20,580
1-09-4270-150	Telecommunication - WTP Backbone	15,061	11,738	14,500	11,400	11,400	11,400
1-09-4270-300	Telecommunication - Cellular (Data & On-Call)	75,306	56,073	72,500	67,364	59,773	49,926
1-09-4270-350	Telecommunication - Other	20,774	24,896	20,000	20,309	21,120	15,212
1-09-6300-400	Supplies - Telemetry	5,194	575	5,000	3,949	268	636
1-09-7000-100	Leases - Equipment (Printers)	58,687	64,246	56,500	57,716	54,872	52,735
1-09-8000-100	Computer Equipment - Computers	47,261	6,721	45,500	47,666	34,229	47,363
1-09-8000-200	Computer Equipment - Mobility	46,742	37,647	45,000	31,365	42,403	17,901
1-09-8000-300	Computer Equipment - Monitors	10,387	4,838	10,000	8,428	1,777	10,576
1-09-8000-500	Computer Equipment - Printer Supplies	2,597	4,282	2,500	4,392	-	125
1-09-8000-550	Computer Equipment - Telephony	2,597	-	2,500	-	-	-
1-09-8000-600	Computer Equipment - Other	18,177	20,844	17,500	31,732	15,370	15,417
1-09-8000-650	Computer Equipment - Warranty and Support	18,177	13,893	17,500	17,709	6,572	15,495
1-09-8100-100	Software - Maint. and Support	-	265	-	2,404	-	4,963
1-09-8100-101	Software M&S - Xtelesis-Phone	9,868	-	9,500	9,644	9,344	8,899
1-09-8100-102	Software M&S - Tredent-Veam	12,465	8,275	12,000	6,206	12,684	13,467
1-09-8100-103	Software M&S - ConduSive/V-locity-Diskeeper	6,752	8,182	6,500	5,872	6,242	6,148
1-09-8100-104	Software M&S - FWI	519	710	500	493	463	403
1-09-8100-106	Software M&S - Astria Solutions-Docstar	15,581	-	15,000	14,337	13,275	12,643
1-09-8100-109	Software M&S - Neogov	8,310	6,249	8,000	-	7,505	3,392
1-09-8100-110	Software M&S - TruePoint	44,145	44,347	42,500	-	40,800	33,990
1-09-8100-111	Software M&S - Technology Unlimited	5,194	-	5,000	6,530	1,880	1,723
1-09-8100-112	Software M&S - Sierra Workforce-Timesheet	4,415	8,270	4,250	4,034	4,034	4,034
1-09-8100-115	Software M&S - Network Monitoring	62,323	71,301	60,000	57,383	45,140	44,706
1-09-8100-116	Software M&S - VMWare-Virtualization	12,984	26,359	12,500	9,225	9,225	9,225
1-09-8100-120	Software M&S - ESRI GIS Software	28,574	78,933	27,500	56,750	26,150	300

(Continued next page)

Information Technology (continued)

OPERATING EXPENSES (Continued):							
1-09-8100-121	Software M&S - ESRI Drone2Map	3,116	-	3,000	3,575	3,401	-
1-09-8100-122	Software M&S - Info360 (SCADA Watch)	-	-	-	-	-	16,204
1-09-8100-123	Software M&S - InfoWatch (Innovyze)	17,658	-	17,000	8,183	14,064	-
1-09-8100-124	Software M&S - BAMBOO HR	12,465	10,575	12,000	11,875	1,229	10,577
1-09-8100-125	Software M&S - Syncta Backflow	6,232	4,715	6,000	3,591	3,767	-
1-09-8100-126	Software M&S - ProcureNow (OpenGov)	10,387	12,600	10,000	9,000	-	-
1-09-8100-127	Software M&S - AutoDesk	15,581	-	15,000	13,114	-	-
1-09-8100-150	Software M&S - Dynamics GP	62,323	8,363	60,000	68,000	70,344	54,567
1-09-8100-200	Software - Software and Upgrades	41,548	16,067	40,000	45,611	15,553	12,606
	Total Operating Expense	1,079,996	853,962	1,039,747	962,402	836,739	732,963
	Total Departmental Expenses	2,180,496	1,853,599	2,056,747	1,964,358	1,683,983	1,546,425

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Customer Care Department

DESCRIPTION:

The Customer Care Department oversees daily operations related to serving Palmdale Water District customers. Responsibilities include managing meter readings, processing new service applications, addressing customer complaints, handling payments (both at the front counter and by phone), and maintaining records.

2024 ACCOMPLISHMENTS:

- 1) Successfully obtained meter readings despite increasing failures in remote meter reading equipment, ensuring timely water account billing.
- 2) Conducted in-house warranty maintenance on Zenner ETRs to address no-read issues and returned faulty units for warranty replacement.
- 3) Proactively contacted and processed prior Rate Assistance Program participants.
- 4) Proactively contacted and processed prior Variance participants.
- 5) Statistics.
 - Phone calls 170,952
 - Lobby 15,598
 - New Customers 1,135
 - Total Work Orders 105,399 (No-reads/Re-reads only: 101,146)
 - Rate Assistance Program 686 Customers (Exhausted 2024 funds)
 - Variance Participants 203
 - Leak applications 216

2025 GOALS: .

- 1) Further install and integrate the AMI meter reading system while familiarizing the department with the customer portal.
- 2) Streamline and unify the meter reading system into a single platform.
- 3) Upgrade the phone system and implement SMS texting for bills and notifications.
- 4) Continue MX projects to address and resolve issues with faulty Zenner meters.
- 5) Explore creating a part-time Customer Care office position to reduce reliance on temporary services.

Customer Care

Customer Care		BUDGET	PROJECTED	BUDGET	ACTUAL	ACTUAL	ACTUAL
PERSONNEL BUDGET:		2025	2024	2024	2023	2022	2021
1-10-4000-000	Salaries	1,268,000	1,202,619	1,171,500	1,178,245	1,076,008	937,636
1-10-4000-100	Salaries - Departmental Overtime	30,000	33,462	7,000	12,633	7,869	4,367
	Subtotal (Salaries)	1,298,000	1,236,082	1,178,500	1,190,877	1,083,877	942,003
Employee Benefits							
1-10-4005-000	Payroll Taxes	97,500	94,484	90,250	82,721	80,126	71,300
1-10-4010-000	Health Insurance	263,000	238,797	223,250	214,751	228,717	236,285
1-10-4015-000	PERS	130,000	122,776	127,250	227,011	99,962	90,531
	Subtotal (Benefits)	490,500	456,057	440,750	524,484	408,804	398,115
	Personnel Expenses	1,788,500	1,692,139	1,619,250	1,715,361	1,492,681	1,340,118
OPERATING EXPENSES:							
1-10-4050-000	Staff Travel	2,077	-	2,000	1,033	-	870
1-10-4060-000	Staff Conferences & Seminars	3,116	-	3,000	200	434	349
1-10-4155-005	Contracted Services - Assessor Data (Realquest)	10,906	8,800	10,500	9,900	9,900	9,900
1-10-4155-010	Contracted Services - Credit Reporting Services	5,194	2,775	5,000	2,997	3,673	4,326
1-10-4155-015	Contracted Services - AMR Services (Itron)	2,493	-	2,400	-	2,287	4,574
1-10-4155-020	Contracted Services - NEMO-Q System	3,324	2,833	3,200	2,063	2,003	1,945
1-10-4250-000	General Material & Supplies	5,194	357	5,000	3,896	2,618	1,255
1-10-4260-000	Business Forms	1,039	856	1,000	-	-	-
	Total Operating Expense	33,343	15,620	32,100	20,089	20,915	23,219
	Total Departmental Expenses	1,821,843	1,707,759	1,651,350	1,735,449	1,513,596	1,363,337

APPENDIX

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Budget Control Guidelines.

The 2025 Budget, approved by the Board of Directors, serves as the foundation for operating Palmdale Water District. It outlines individual items, projects, and anticipated operations and maintenance budgets. The following guidelines clarify the Board's role and provide direction for managing the budget:

1. **Project and Equipment Purchases:** Staff may initiate work on projects and equipment included in the approved budget. Proposals for construction or equipment purchases must follow District policies and may require Committee or Board approval.
2. **Department Budget Compliance:** Department managers must operate within their approved budget amounts, both at the total department level and for individual accounts. General Manager approval is required before exceeding any account budget.
3. **Budget Transfers:** The General Manager can approve transfers between operating budget accounts, within or across departments, up to \$25,000. These transfers must be requested in writing by the department manager and cannot increase the overall budget. Transfers exceeding \$25,000 require Board approval.
4. **Unbudgeted Items:** Any items not included in the approved budget and recommended by staff must receive Board approval.
5. **Budget Increases:** Any increases to the total operating budget, unless related to emergency or maintenance activities, must be approved by the Board. The General Manager must inform the Board of emergency-related expenditures.
6. **Spending Reports:** The General Manager will provide periodic reports to the Board on actual spending versus the approved budget, along with recommended adjustments and details of approved transfers.
7. **Staffing Summary:** The Departmental Staffing Summary in the 2025 Budget is for financial planning purposes only. The General Manager will consult with the Personnel Committee or the Board, as appropriate, before filling any vacant positions listed in the summary.

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Resolution No. 23-15

Palmdale Water District's Reserve Policy.

WHEREAS, the Board of Directors recognizes the need to ensure that the District will have sufficient funding available to meet its operating, emergency capital, and debt service obligations.

WHEREAS, the Board of Directors recognizes the need for sound financial policies as stewards of our customers' funds.

WHEREAS, the Board of Directors recognizes the need for funds to be held in reserve for unanticipated and unforeseeable expenses.

WHEREAS, the Board of Directors recognizes the need to avoid significant water rate fluctuations.

WHEREAS, the Board of Directors recognizes a need for long-term strategic financial policies.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of Palmdale Water District hereby rescinds the District's existing Reserve Policy (Resolution No. 18-10) and establishes the Palmdale Water District Reserve Policy as follows:

Legally Restricted Funds:

The Capital Improvement Fees, as modified by District Resolution No. 18-14, to consist of fee components allocated for infrastructure and for water supply, and Water Supply Connection Fees are subject to the requirements of the Mitigation Fee Act (AB 1600). These funds are deposited in the Capital Improvement Fund described below. The funds may not be used to support ongoing operations of the District. The District is legally required to account for these funds separately. An annual report is required to show balance forward, fees collected, income earned, expenditures, and future commitments. All funds collected must be committed or expended within five years of being collected or they must be refunded. Other legally restricted funds, including bond proceeds funds, reserve funds, or rate stabilization funds, are described below.

1. Capital Improvement Fund:

PWD will maintain a capital improvement fund with fees collected from developers to pay for the new facilities necessary to deliver water service to newly developed property and to pay for the additional water supplies necessitated to meet the demand for water created by such newly developed property. These fees are for offsite improvements, such as the development's fair share cost of wells, reservoirs, transmission mains, treatment plant capacity, and other necessary facilities, as well as to pay for water supply acquisitions and projects associated with new water supplies necessitated by new development. The fees are collected at rates established by the Board of Directors based upon specific engineering studies. The rates charged are based on a project's equivalent capacity unit (ECU) basis. These funds are restricted to the design and construction of capital facilities for water delivery, and as otherwise provided in Resolution No. 18-14 and in Appendix H to the District's Rules and Regulations.

2. *Bond Proceeds Fund(s):*

Bond proceeds fund(s) are monies derived from the proceeds of a bond issue or similar indebtedness like a private placement loan, certificate of participation or other indebtedness instrument. Typically, they consist of construction fund monies and a debt service reserve fund. The use of these proceeds is restricted by conditions set forth in the respective legal bond documents. These funds are usually held by the Trustee in favor of the bondholders. These funds should be tracked and accounted for in accordance with the bond documents and to ensure, if applicable, the tax-exempt nature of the applicable bonds. These funds shall also be invested as provided in the bond documents.

3. *Debt Service Reserve Funds:*

The requirements for a Debt Service Reserve Fund (DSRF) are governed by the bond covenants for the District's debt. Bond covenants may require a DSRF to be maintained at a level sufficient to fund maximum annual debt service payments or such other requirements of the governing legal documents. .

If funding a DSRF using bond proceeds is determined to be necessary or in the District's best interest, the DSRF will typically be held by the trustee to make principal and interest payments to bondholders in the event that pledged revenues are insufficient to do so. Annual interest earnings on a DSRF shall be applied to each year's debt service payments or as otherwise required by the bond documents.

The DSRF requirement may also be satisfied by a surety policy, a form of insurance provided by a bond insurer to satisfy a reserve fund requirement for a bond issuance. Under this arrangement, instead of depositing cash in a DSRF, the District purchases a reserve fund insurance policy (surety) by paying a one-time premium equal to a percentage of the face amount of the policy. The District may use a surety policy instead of a debt service reserve fund when economically feasible.

4. *Rate Stabilization Fund:*

The District will draw on Rate Stabilization Funds to maintain financial performance indicators and goals specified in legal bond covenants and monitored by financial rating agencies. Included among these indicators and goals is the maintenance of a strong debt service coverage ratio and a target Rate Stabilization Fund balance equal to 20% of maximum annual debt service, with a maximum Rate Stabilization Fund balance of \$2,500,000. Withdraw all or any portion of the amounts on deposit in the Rate Stabilization Fund and transfer such amounts to the Water Revenue Fund to maintain minimum required debt service coverage.

Board Designated Funds:

Board designated funds are set to accomplish systematic and strategic goals or provide for prudent management of operations. The Board of Directors has complete discretion in the management and designation of self-adopted funds. Such funds can be modified, transferred, or altered by Board action.

1. *Dam Self Insurance:*

The District shall make available \$5 million for self-insurance of the Littlerock Dam as seed money for reconstruction under the terms of the agreement between Palmdale Water District, Littlerock Creek Irrigation District, and Palmdale Water District Public Facilities Corporation. The money will be used to begin the reconstruction following an event during the time applications for FEMA reimbursement are in process following an event.

2. *O&M Operating Reserve:*

The O&M Operating Reserve will vary over time with a goal of maintaining three (3) months' average cash operating expenses of 25% of the prior audited year for the current year (Refer to Table A as reference). This reserve is considered a working cash requirement. It bridges the gap between the time expenses are paid and the time revenues from the same service are collected from customers.

3. *O&M Emergency Reserve:*

The O&M Emergency Reserve will vary over time with a goal of maintaining three (3) months average cash operating expenses of 25% of the prior audited year for the current year (Refer to Table A as reference). This reserve is considered a working cash requirement for use in an emergency situation.

4. *Unrestricted Reserves:*

Unrestricted reserves represent a remainder balance of cash that is not yet designated for some use by the Board of Directors.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Palmdale Water District as follows:

Each fiscal year budget will report on the status of the reserve over the previous year and budget for proposed sources and uses for each reserve.

PASSED AND ADOPTED by the Board of Directors of the Palmdale Water District at a regular meeting held on this 23rd day of October, 2023 by the following vote:

Ayes: President Wilson, Directors Kellerman, Mac Laren-Gomez, Dino.

Noes: None.

Absent: Director Dizmang.

Abstain: None.

SIGNED AND ATTESTED COPY CAN BE FOUND ON THE DISTRICT WEB SITE OR CONTACT THE EXECUTIVE ASSISTANT TO RECEIVE A PHOTO COPY BY MAIL.

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2025 Water Rate Schedule.

Meter Fee Charge (Effective 01/01/2025)	
5/8" - 1"	60.75
1-1/2"	150.26
2"	229.94
3"	415.87
4"	681.61
6"	1,345.37
8"	2,142.20
10"	3,072.09
12"	4,240.64
FIXED FIRELINE	95.57

Commodity Rates (\$/ccf)	
Tiers	
Essential Use – Tier 1	1.31
Efficient Use – Tier 2	2.64
Tier 3	3.96
Tier 4	4.98
Water Quality Fee (\$/ccf)	
0.05	
Elevation Booster Surcharge (\$/ccf)	
B	-
A1	0.07
A2	0.64
A3	1.23
Drought Surcharge	2.12

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2025 Holiday Observance Calendar

January							February							March									
		30	31	1	2	3	4								1								1
5	6	7	8	9	10	11	2	3	4	5	6	7	8	2	3	4	5	6	7	8			
12	13	14	15	16	17	18	9	10	11	12	13	14	15	9	10	11	12	13	14	15			
19	20	21	22	23	24	25	16	17	18	19	20	21	22	16	17	18	19	20	21	22			
26	27	28	29	30	31		23	24	25	26	27	28		23	24	25	26	27	28	29			
														30	31								

April							May							June							
			1	2	3	4	5					1	2	3	1	2	3	4	5	6	7
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14	
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21	
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28	
27	28	29	30				25	26	27	28	29	30	31	29	30						

July							August							September							
			1	2	3	4	5						1	2		1	2	3	4	5	6
6	7	8	9	10	11	12	3	4	5	6	7	8	9	7	8	9	10	11	12	13	
13	14	15	16	17	18	19	10	11	12	13	14	15	16	14	15	16	17	18	19	20	
20	21	22	23	24	25	26	17	18	19	20	21	22	23	21	22	23	24	25	26	27	
27	28	29	30	31			24	25	26	27	28	29	30	28	29	30					
							31														

October							November							December								
				1	2	3	4							1			1	2	3	4	5	6
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13		
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20		
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27		
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31	1	2			
							30															

PWD Observed Holiday

PWD Observed Holiday (Dates Subject to Change)

PWD Scheduled Office Closure (Dates Subject to Change)

January 20 – Martin Luther King Jr. Day

February 17 – Presidents Day

May 26 – Memorial Day

July 4 – Independence Day

September 1 – Labor Day

November 11 – Veterans Day

November 27 & 28 – Thanksgiving

December 24 & 25 – Christmas Break

January 1 & 2 – New Year (Observed)

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California Water Code – Section 370-374

ALLOCATION-BASED CONSERVATION WATER PRICING

(Copied from original posted at <https://leginfo.legislature.ca.gov/faces/codes.xhtml>)

370. The Legislature hereby finds and declares all of the following:
- (a) The use of allocation-based conservation water pricing by public entities that sell and distribute water is one effective means by which waste or unreasonable use of water can be prevented and water can be saved in the interest of the people and for the public welfare, within the contemplation of Section 2 of Article X of the California Constitution.
 - (b) It is in the best interest of the people of California to encourage public entities to voluntarily use allocation-based conservation water pricing, tailored to local needs and conditions, as a means of increasing efficient uses of water, and further discouraging wasteful or unreasonable use of water under both normal and dry-year hydrologic conditions.
 - (c) The Legislature intends that allocation-based conservation water pricing is an alternative method that can be used by public entities to encourage water users to conserve water, increase efficient uses of water, and further discourage waste of water. The Legislature does not intend to limit the discretion of public entities to evaluate and select among different methods for conserving water or to create a presumption that the election to not use a particular method is a waste or unreasonable use of water by the public entity.
 - (d) Nothing in this chapter is intended to limit, or dictate, the design of rate structures that public entities may use to promote conservation by water users.
 - (e) Nothing in this chapter directs, or otherwise compels, a public entity to use allocation-based conservation water pricing.
371. For purposes of this chapter, the following terms have the following meanings:
- (a) "Allocation-based conservation water pricing" means a retail water rate structure that meets all of the criteria in Section 372.
 - (b) "Basic charge" means a volumetric unit charge for the cost of water service other than any fixed costs that are recovered through meter charges or other fixed charges other than incremental costs that are recovered through conservation charges. A basic charge may include the cost of generally applicable conservation measures assumed in establishing basic use allocations.
 - (c) "Conservation charge" means a volumetric unit charge for incremental costs.
 - (d) "Incremental costs" means the costs of water service, including capital costs, that the public entity incurs directly, or by contract, as a result of the use of water in excess of the basic use allocation or to implement water conservation or demand management measures employed to increase efficient uses of water, and further discourage the wasteful or unreasonable use of water, and may include any of the following:
 - (1) Conservation best management practices, conservation education, irrigation controls and other conservation devices, and other demand management measures.

(2) Water system retrofitting, dual plumbing and facilities for production, distribution, and all uses of recycled water and other alternative water supplies.

(3) Projects and programs for prevention, control, or treatment of the runoff of water from irrigation and other outdoor water uses. Incremental costs shall not include the costs of stormwater management systems and programs.

(4) Securing dry-year water supply arrangements.

(5) Procuring water supplies to satisfy increments of water use in excess of the basic use allocations for the customers of the public entity, including supply or capacity contracts for water supply rights or entitlements and related energy costs for water delivery.

(e) "Public entity" means a city, whether general law or chartered, county, city and county, special district, agency, authority, any other municipal public corporation or district, or any other political subdivision of the state that provides retail water service and that is an urban water supplier, as defined in Section 10617.

372. (a) A public entity may employ allocation-based conservation water pricing that meets all of the following criteria:

(1) Billing is based on metered water use.

(2) A basic use allocation is established for each customer account that provides a reasonable amount of water for the customer's needs and property characteristics. Factors used to determine the basic use allocation may include, but are not limited to, the number of occupants, the type or classification of use, the size of lot or irrigated area, and the local climate data for the billing period.

Nothing in this chapter prohibits a customer of the public entity from challenging whether the basic use allocation established for that customer's account is reasonable under the circumstances.

Nothing in this chapter is intended to permit public entities to limit the use of property through the establishment of a basic use allocation.

(3) A basic charge is imposed for all water used within the customer's basic use allocation, except that at the option of the public entity, a lower rate may be applied to any portion of the basic use allocation that the public entity has determined to represent superior or more than reasonable conservation efforts.

(4) A conservation charge shall be imposed on all increments of water use in excess of the basic use allocation. The increments may be fixed or may be determined on a percentage or any other basis, without limitation on the number of increments, or any requirement that the increments or conservation charges be sized, or ascend uniformly, or in a specified relationship. The volumetric prices for the lowest through the highest priced increments shall be established in an ascending relationship that is economically structured to encourage conservation and reduce the inefficient use of water, consistent with Section 2 of Article X of the California Constitution.

(b) (1) Except as specified in subdivision (a), the design of an allocation-based conservation pricing rate structure shall be determined in the discretion of the public entity.

(2) The public entity may impose meter charges or other fixed charges to recover fixed costs of water service in addition to the allocation-based conservation pricing rate structure.

(c) A public entity may use one or more allocation-based conservation water pricing structures for any class of municipal or other service that the public entity provides.

373. (a) Revenues derived from allocation-based conservation water pricing shall not exceed the reasonable cost of water service including basic costs and incremental costs. This chapter does not limit the sources of funding for incremental costs to charges for water use.

(b) Revenues derived from allocation-based conservation water pricing shall not exceed the proportional cost of service attributable to the customer's parcel, as determined by giving consideration to all of the following:

(1) Customer classes established in consideration of service characteristics, demand patterns, and other factors.

(2) Basic use allocations.

(3) Meter size.

(4) Metered volume of water consumed.

(5) The public entity's discretionary allocation of incremental costs between and among the increments of water use subject to conservation charges, as permitted by paragraph (4) of subdivision (a) of Section 372 to meet the requirement of that section.

(c) In establishing the schedule of charges and metered volumes for the increments of water use subject to conservation charges, the public entity may also consider both of the following:

(1) Customer overuse characteristics, including ratios between overuse volumes and basic use allocations, variations in demand and consumption patterns, or other characteristics of overuse experienced by the public entity.

(2) The extent to which the pricing structure of the increments will be effective in minimizing or eliminating the need for other measures to curtail potential overuse.

374. (a) Allocation-based conservation water pricing under this chapter may be used on an ongoing basis and shall not require any finding of emergency or other water shortage conditions.

(b) The authority granted in this chapter is in addition to any other authority that a public entity has to use rate structure design to foster the conservation of water.

(c) The imposition and revision of rates and charges by a public entity under this chapter shall be subject to the procedures otherwise required by law for the public entity's water rates.

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Glossary of Terms

ACH	Automated Clearing House is an electronic network for financial transactions in the United States. ACH processes large volumes of credit and debit transactions in batches.
ACWA	Association of California Water Agencies represents and provides key services to its members. From legislation to regulatory activities to broad policy issues, ACWA is on the front lines in Sacramento and in Washington, D.C. as a constant and respected advocate for California’s public water agencies. ACWA’s involvement at the state and federal level has helped shape laws and policies that affect ACWA member agencies and their customers. (http://www.acwa.com).
AWWA	American Water Works Association is the authoritative resource on safe water, sharing knowledge on water resource development, water and wastewater treatment technology, water storage and distribution, and utility management and operations. AWWA provides knowledge, information and advocacy to improve the quality and supply of water in North America and beyond, and advances public health, safety and welfare by uniting the efforts of the full spectrum of the water community. (http://www.awwa.org).
BMP	Best Management Practice is a practice or combination of practices determined to be the most effective, practicable means for protecting natural resources.
CalPERS	See PERS.
CDPH	California Department of Public Health is a state agency that oversees and regulates the public drinking water systems. This includes the certification and licensing of water treatment and distribution system operators. (http://www.cdph.ca.gov).
CEQA	The California Environmental Quality Act is a law (California Public Resources Code section 21000 et seq.) passed in 1970, shortly after the federal government passed the National Environmental Policy Act. CEQA does not directly regulate land uses, but instead, requires development projects to submit documentation of their potential environmental impact. (http://ceres.ca.gov/ceqa).
CIF	Capital Improvement Fees were established to provide funds for the construction of District facilities to meet water demands. These fees are collected from developers, so they can contribute toward the cost of construction of future facilities as specified by the District’s Master Plan.
CMMS	Computerized Maintenance Management System is a software package that maintains a computer database of information about an organization’s maintenance operations related to equipment, assets and property.

Glossary of Terms *(Continued)*.

CSDA	California Special Districts Association is the recognized voice for all special districts. CSDA provides advocacy, outreach and member services, while educating policymakers and the public on the vital importance of local services provided by special districts in California. (http://www.csda.net).
CUWCC	The California Urban Water Conservation Council was created to increase efficient water use statewide through partnerships among urban water agencies, public interest organizations, and private entities. The Council's goal is to integrate urban water conservation Best Management Practices into the planning and management of California's water resources.
DSOD	The Division of Safety of Dams is the Department of Water Resources' entity entrusted to protect people against loss of life and property from dam failure.
DWR	California Department of Water Resources is a state agency that oversees the operation of the State Water Project (SWP). (http://www.water.ca.gov).
DBP	Disinfection By-Products are potentially toxic chemical compounds that are formed in extremely low concentrations during the disinfection of water supplies.
EBPP	Electronic Bill Presentment and Payment is a process that enables bills to be created, delivered, and paid via the internet.
EIR	Environmental Impact Report is a public document used by a government agency to analyze environmental effects of a proposed project. It also allows for the identification of alternatives and disclosure of possible ways to reduce or avoid possible environmental damage.
EIS	Environmental Impact Study – See EIR.
ELAP	Environmental Laboratory Accreditation Program is a way to implement a sustainable accreditation program that ensures laboratories generate environmental and public health data of known, consistent, and documented quality to meet stakeholder needs.
EPA	Environmental Protection Agency is the federal agency responsible for setting and enforcing water quality standards.
ET	Evapotranspiration, or "ET," is the combination of water that is lost from the soil through evaporation and through transpiration from plants as a part of their metabolic processes. "ET" is simply the amount of water needed by a particular plant, tree, or turf grass.
GAC	Granular Activated Carbon is a form of carbon that has been processed to make it extremely porous, and thus, has a very large surface area available for adsorption or chemical reactions. These carbons are preferred for all adsorption of gases and vapors as their rates of diffusion are faster. Granulated carbons are used for water treatment, deodorization and separation of components of flow system.

Glossary of Terms *(Continued)*

GASB	The Governmental Accounting Standards Board exists to establish and improve standards of state and local governmental accounting and financial reporting. By doing this, the result is useful information for users of financial reports, and helps guide and educate the public, including issuers, auditors, and users of those financial reports. (http://www.gasb.org).
GCMS	Gas Chromatography–Mass Spectrometry is an analytical method that combines the features of gas chromatography and mass spectrometry to identify different substances within a test sample.
GIS	Geographical Information System captures, stores, analyzes, manages, and presents data that is linked to location. Technically, a GIS is a system which includes mapping software and its application for remote sensing, land surveying, aerial photography, mathematics, photogrammetry, geography, and tools that can be implemented with GIS software.
IVR	Interactive Voice Recognition is a technology that allows a computer to interact with humans using voice and DTMF tones input via a keypad.
LIMS	Laboratory Information Management System is a software system developed to support laboratory operations. This software system can track specimens and workflows, aggregate data for research or business intelligence purposes, and ensure laboratory operations are compliant with various standards and regulations.
MOU	Memorandum of Understanding is a document describing a bilateral or multilateral agreement between parties. It expresses a convergence of will between the parties, indicating an intended common line of action.
MTBE	Methyl Tertiary-Butyl Ether is a chemical compound that is manufactured by the chemical reaction of methanol and isobutylene. MTBE is almost exclusively used as a fuel additive in motor gasoline.
O&M	Operations and Maintenance are the activities related to the performance of routine, preventive, predictive, scheduled, and unscheduled actions aimed at preventing equipment failure or decline with the goal of increasing efficiency, reliability, and safety.
OPEB	Other Post-Employment Benefits obligations are primarily for retiree healthcare costs but also can include other benefits such as insurance.
PEPRA	California Public Employees' Pension Reform Act of 2013. The District adopted PEPRA provisions on January 1, 2013. For a better understanding of this act, refer to the CalPERS employers' circular located at the following URL. http://www.calpers.ca.gov/eip-docs/employer/cir-ltrs/2012/200-055-12.pdf .
PERS or CalPERS	California Public Employees' Retirement System is a state retirement system covering Palmdale Water District employees and retirees. The retirement program provides retirement income levels dependent on age and length of participation.

Glossary of Terms *(Continued)*

RFP	Request for Proposals is a document that solicits proposals, often made through a bidding process by an agency or company interested in procurement of a commodity, service, or asset, to potential suppliers to submit business proposals.
SCADA	Supervisory Control and Data Acquisition is a system that collects data from various sensors at a factory, plant or in other remote locations and then sends this data to a central computer, which then manages and controls the data.
SWC	The State Water Contractors is a non-profit association of 27 public agencies from Northern, Central and Southern California that purchase water under contract from the California State Water Project. (http://www.swc.org).
SWP	California State Water Project is administered by the California Department of Water Resources (DWR). The State Water Project is the nation's largest state-built water and power development and conveyance system. Its purpose is to deliver water, control flooding, generate power, provide recreational opportunities, and enhance habitats for fish and wildlife.
SWRCB	State Water Resources Control Board, or State Water Board, is the state agency given the regulatory responsibility to protect the water quality of nearly 1.6 million acres of lakes, 1.3 million acres of bays and estuaries, 211,000 miles of rivers and streams, and about 1,100 miles of coastline. The mission of the State and Regional Water Boards is to preserve, enhance, and restore the quality of the state's water resources and ensure their proper allocation and efficient use for the benefit of present and future generations.
THM/TTHM	Trihalomethanes (THM) are a group of four chemicals that are formed along with other disinfection by-products when chlorine or other disinfectants used to control microbial contaminants in drinking water react with naturally occurring organic and inorganic matter in water. The EPA oversees regulating the total trihalomethanes (TTHM) at a maximum allowable annual average in drinking water.
TNI	The Nelac Institute is a non-profit organization whose mission is to foster the generation of environmental data of known and documented quality through an open, inclusive, and transparent process that is responsive to the needs of the community.
VOC	Volatile Organic Compounds are groundwater contaminants of concern because of very large environmental releases, human toxicity, and a tendency for some compounds to persist in and migrate with groundwater to drinking water supply.
WI-FI	Wi-Fi is technology that allows an electronic device to exchange data or connect to the internet wirelessly using radio waves.