



COMMUNITY NEWSLETTER DECEMBER 2023 . ISSUE 229

Detachment On The Horizon Post-Election Update

Last month the communities served by Fallbrook Public Utilities District (FPUD) and Rainbow Municipal Water District (Rainbow Water) overwhelmingly voted in favor of Measures A and B to approve detachment from the San Diego County Water Authority (SDCWA) and concurrent annexation into the Eastern Municipal Water District (EMWD) based in Riverside County. The change in water wholesale suppliers, based on an independent analysis, is estimated to save Fallbrook and Rainbow water districts a combined \$7.8 million per year.

The SDCWA filed litigation to challenge LAFCO's approval of detachment. Rainbow Water, FPUD and LAFCO are engaged in settlement negotiations with the SDCWA. Rainbow Water is hopeful for a swift resolution that allows detachment to move forward. Once a final resolution has been reached, FPUD anticipates transitioning to EMWD in early January 2024, with plans to immediately lower fixed fees on customer bills and reduce anticipated future rate increases. The transition for Rainbow to detach will take additional time but will have a similar impact.

"Rainbow Water's realization of savings from the detachment will not occur until mid-to-late 2024, as the transition to full wholesale supply by EMWD is more complex than FPUD's," said Jake Wiley, RMWD General Manager.

"The development of an operations plan with SDCWA including transfer of facilities as well as modifications to our distribution system will take more time to be ready for the full transfer. Rainbow Water will be taking action to provide relief to our customers in the form of lower fixed fees and potential reductions in future rate increases to account for the wholesale water savings as soon as the process is complete."

The water provided to the community will be the same water, off the same pipelines. The water will be reliable, clean, safe, and continue to meet or exceed all state and federal water quality standards.

Accepting Applications for Board Vacancy Division 3 Service Area

The Rainbow Municipal Water District is accepting applications from residents of Division 3, who are interested in being appointed to the District's Board of Directors.

Candidates must be a resident of Division 3 (Water Code Section 71250). To apply, please contact the Board Secretary at 760-728-1178, Ext. 129. Applicants need to submit name, address, contact information, and a brief background of education and experience. Applications must be received no later than January 15, 2024. To find your district division and for more info visit: rainbowmwd.ca.gov

Share Your Customer Service Experience

Give the gift of some positive feedback when you take the Customer Service Survey. Your opinion will help provide insight in planning and improving District operations.

Scan to Take the Survey
or use the link below:
<https://tinyurl.com/cwf6ja24>



Stay Connected

3707 Old Highway 395, Fallbrook, CA 92028
Customer Care & After Hours: 760.728.1178
Office Hours: Mon-Fri 8:00 a.m. - 4:30 p.m.
RAINBOWMWD.CA.GOV

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CELEBRATING 70 YEARS OF
SERVICE TO THE COMMUNITY

Rainbow Water Introduces a New Brand for a New Era

Rainbow Water will celebrate 70 years of service to the community on December 28. In recognition of the monumental milestone, a new brand was designed by the District team in collaboration with the Communications and Customer Service Committee, and the Board of Directors. The new logo digital designs will be introduced in the new year, and replacement of the former logo will be made with the annual replenishment schedule as to not incur additional costs.

The Rainbow Water logo is inspired by the District's unique topography and legacy of the agricultural community. The icon is an abstract representation of North San Diego County with curved lines indicative of the hillsides in avocado green and lime, warm golden sun rises over the horizon, and cobalt blue San Luis Rey River flows between the hillsides. The typography in the logo is clean and evenly spaced to serve as a solid foundation for the icon. The original font from the former Rainbow logo is reworked in uppercase letters at the "Rainbow" wordmark to acknowledge the past and evolve for the future.

The new Rainbow Water brand includes logo variations for the 70th anniversary with the 70 number perched above the icon, primary logo with icon at center, and a circular submark logo.



Anniversary Logo



Primary Logo



Submark Logo

The brand update welcomes a new era for Rainbow Water. We thank the community for their continued support for the past 70 years and many more to come.

Watch Out For Utility Agency Imposters

In recent months, reports on North County social media sites have indicated a scam is facing the community with imposter water agency representatives knocking on doors and asking to test tap water inside homes. Utility scams have rapidly increased over the past few years, and Rainbow Water is issuing a warning to the community to be on the lookout for individuals posing as employees of a water agency.

The San Diego County Water Authority, Eastern Municipal Water District, and Rainbow Water will not enter a private residence to test water. If needed, samples are taken by ratepayers and delivered to the water agency.

Tips to Avoid a Scam

- ➔ All utility agency employees wear agency logo apparel, carry agency identification, and drive agency vehicles with California license plates.
- ➔ Request for payment will not be solicited by a water agency at a residence, online, via email or text. Payments will not be requested by purchase of gift cards, water accessories, or water line insurance.
- ➔ Water agencies will not request access to enter a residence or business without an appointment. Persons claiming to be from a water agency should be turned away and reported to local law enforcement.
- ➔ Anyone who refuses to wait while you contact the water agency should be considered a fraud and reported.



Please report any incidents by phone to:
RMWD Customer Service, (760) 728-1178
San Diego County Sheriff Department
Non-emergency dispatch, (858) 565-5200