

July and August Penalties Waived

BILLING SOFTWARE UPGRADE

Our mission at the District is to provide our customers reliable high quality water and water reclamation services in a fiscally sustainable manner. As part of this, we place a high priority on customer service. We would like to address the concerns some customers have expressed about recent changes to our billing system software.

The implementation of any major software upgrade can be difficult and while our changeover has been successful, there have been a few challenges. This upgrade has produced a great deal of concern to some of our customers regarding their billing statements and the new online payment portal.

We had to perform extra data quality checks when processing our first bills in the new system which in turn caused billing statements to be delayed. Due to these delays the Board of Directors unanimously approved not to assess any late fees for the months of July and August.

To help make your online bill pay experience better, our new system included an enhanced payment portal. At the District we work diligently to offer services that make it easier on our customers to do business with us.

As with any change, sometimes this process can create frustrating challenges for our customers. During this time, we will continue to improve our services to ease the frustration some of you may be feeling with the new changes. We thank you for your patience.

If you have not already done so, please set up your autopay through our new payment portal at www.rainbowmwd.com/pay-your-bill. If you have saved the link to the old online bill pay system, please replace it with the new link through the above-referenced webpage by clicking on "Pay Your Bill Online".

We appreciate customers bringing concerns to our attention as this helps us improve our operations and services. If there are any other issues needing to be addressed, please don't hesitate to contact us at www.rainbowmwd.com/contact-us or by phone at 760-728-1178. We will continue with more extensive quality testing to ensure the services we are offering continue to improve. We very much appreciate your business.

CALL BEFORE YOU DIG

An underground utility line is damaged once every six minutes nationwide because someone decided to dig without first calling 811. Digging without knowing the approximate location of underground utilities can result in damage to gas, electric, communications, water and sewer lines, which can lead to service disruptions, serious injuries and costly repairs. Even if you are only doing some shallow digging it is still digging.



According to 2018 Common Ground Alliance (CGA) Public Awareness Research, one in eight survey respondents have decided to dig without contacting 811 because they thought their project was too shallow to interfere with buried facilities.

811 Underground Service Alert offers free services allowing construction workers or homeowners to contact utility companies, who will then denote where underground utilities are located via color-coded markings typically up to and not past the user's service connection or meter. Lines on the other side of the meter or service connection are considered to be part of the customer's property and will typically not be located by these services.



The ground you walk, drive and play on every day covers an incredible amount of buried utilities. In fact, there are more than 20 million miles of underground utilities in the United States, according to data compiled by CGA from various industry groups. That figure equates to more than one football field's length (105 yards) of buried utilities for every man, woman and child in the U.S.

There is no cost to you for this service so if you are planning to dig don't forget to call 811! For more information or to fill out a ticket go to www.digalert.org.