



BILL FORMAT CHANGES

Starting late August 2016, we will begin rolling out a new format to improve and enhance the look and design of your bill. The first of these changes will be on how the water consumption is displayed on your bill statement.

Presently, the water consumption is separated out by the three different water agencies Metropolitan, San Diego County, and Rainbow. With the new presentation the water consumption will be consolidated into one line-item.

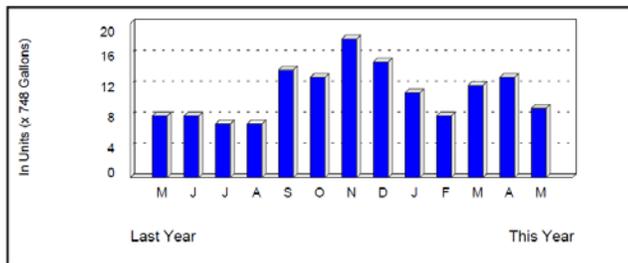
The objective of these changes is to make interpreting your bill easier. The bill presentation is also undergoing additional changes to provide relevant and key information for customers to better monitor their water consumption, identify trends and offer relatable graphs of historical water consumption.

Below is a comparison of the old and new formats.

Old Bill Format

ACCOUNT ACTIVITY

AMOUNT	DESCRIPTION
\$ 169.33	Previous Balance
\$ (169.33)	Payments Received
\$ 0.00	Balance Forward
Current Charges	
\$ 6.03	RMWD WATER
\$ 23.31	MWD WATER
\$ 0.45	SDCWA WATER
\$ 23.82	OPERATIONS & MAINTENANCE
\$ 35.02	MWD/SDCWA FIXED FEES
\$ 3.75	CROSS CONNECTION CONTROL MONTHLY CHARGE
\$ 63.20	SEWER
\$ 155.58	Total Current Charges

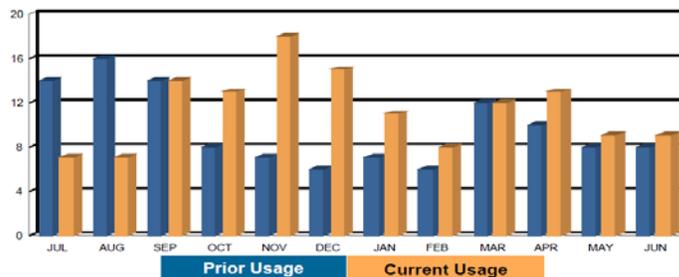


New Bill Format

CURRENT CHARGES

O&M RMWD	23.82
Water Consumption	53.55
O&M SDCWA	35.02
Backflow	3.75
Sewer	63.20
TOTAL CURRENT CHARGES	179.34

CONSUMPTION HISTORY



Currently these changes are a prime topic at the Communications Committee meetings. We appreciate and welcome your involvement and invite you to attend these meetings which are held on the first Monday of every month at 3:30 p.m. at the District Offices located at 3707 Old Highway 395, Fallbrook, CA 92028.

**RAINBOW
MUNICIPAL
WATER
DISTRICT**

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CONTACT INFORMATION

District Office Hours

Monday – Friday

8:00AM – 4:30 PM

Phone: (760) 728-1178

Website:

<http://www.rainbowmwd.com>

FEATURED SPOTLIGHT

Rainbow Municipal Water District provides sanitation services to 2,331 customers with roughly 60 miles of collection sewer lines including 316,800 feet of sewer lines underground and six lift stations. These lift stations are a vital feature within the District's operational systems and are extremely beneficial to our customers as well as the District in providing broader habitable areas to the surrounding communities.

In areas where the topography is hilly or mountainous these lift stations are advantageous in providing Municipal pumping services to this type of terrain. They properly and cost-effectively manage large volumes of wastewater for a variety of residential and business sources and homebuyers also view them as added value to a property. Customers can also rest assure in the District providing reliable services with our day-to-day maintenance program for sewage pumps, collection systems, and technical equipment including a 3-year sewer cleaning cycle for sewer lines ranging from six inches up to twenty-four inches.

Our Wastewater staff of four perform Preventative Maintenance (PM) at all six lift stations on a bi-weekly basis. Confined Space entry procedures, such as the one pictured below, are required at all underground entry stations. The purpose of these PMs is to keep all pumps inspected, lubricated and operational at all times avoiding customer interruptions and unnecessary inconveniences. Wet well confined space entry cleaning is done on a monthly basis by lowering a staff member 40' below ground with full safety harness, confined space equipment, communications and alerts for full permit entry.



Our Wastewater staff also perform monthly manhole inspections to circumvent problematic situations such as roots infiltration, Fat, Oil and Grease (FOG) buildup, vandalism, and odor problems. They similarly perform maintenance and monitoring of all our smart cover units which are preventative measurement tools used to alert our staff when sewage is backing up so we can respond promptly.

HIGH PRESSURE AREAS

Due to the hilly topography of the District, many portions of our service area are subject to high water pressure. So what can consumers do to protect their water system? The California Plumbing Code requires pressure regulators on water supply inlets to homes and buildings wherever local static water pressure is in excess of eighty (80) pounds per square inch. Your house may already have a pressure regulator to protect against high pressure, but they are usually located where your pipe enters the building.

What about the water line from the meter to your home? Usually the line from the meter to the house remains unprotected. Some areas have District-installed and owned pressure regulators that are in front of the meter. Those devices are only installed to protect the District's meter from high pressure, not your water line. If you want to protect your line from high pressure coming into your property, we strongly recommend you install a pressure regulator right after the meter. If you have any questions about pressure, please contact one of our Customer Service representatives at 728-1178