

## A REQUEST FOR WATER CONSERVATION

- **Phase # 1 shutdown will start on Sunday March 16, 2014 and continue through Wednesday March 19, 2014.**
- **Phase # 2 shutdown starting Sunday March 23, 14 and will end on Wednesday March 26, 2014.**

Metropolitan Water District will shut down the # 4 Aqueduct pipe line that serves Rainbow Municipal Water District to perform repairs to the Aqueduct Infrastructure. The Shutdowns will eliminate the District's water source supply for a total six-day period.

In order to provide water to all areas of the District, temporary pumps will be installed at appropriate locations throughout RMWD. These pumps may be required to run at all hours of the day and noise may be experienced by some customers in the local vicinity.

We are asking customers to assist RMWD by conserving water. If weather conditions are cool and/or wet, the District will have enough water in storage to handle the outage during this period. If you are an agricultural customer or a grove service, the District is asking you to voluntarily refrain from using water from **March 15, 2014 through March 19, 2014 and then again on March 22, 2014 to March 27, 2014** the two extra days will allow our reservoirs adequate storage. In the event weather conditions dictate or the District determines water usage may exceed the water in storage, mandatory restrictions for agricultural water use will be enforced. If you have any questions, please call the RMWD Customer Service Department at (760) 728-1125 ext. 1101 and ext 1133.

The District apologizes in advance for any inconvenience this may cause its customers and appreciates your best efforts to conserve water during this short period of time.

Kevin Miller  
Project Superintendent

## MAIN WATER SHUTOFF INFORMATION\*

Water damage is more common than you may think. In fact, it is the second leading cause of insurance claims nationwide.<sup>1</sup> Even just an 1/8-inch crack in a pipe can release up to 250 gallons of water in a single day.<sup>2</sup> Being prepared to act in case of a major water leak, burst pipe or other water damage can help stop more harm to your home, and it is easier than you think with these three simple steps:

1. Place a water shutoff tag on your main water valve. This will make the valve easy to find when you need to act fast. (*Search the web find the right tags for you.*)
2. Fill out a Water Emergency Protocol card and place it somewhere visible such as your fridge. It will provide you and your family quick actions to take in a water emergency.
3. Take the time to walk your family through your Water Emergency Protocol and show them where your home's main shutoff value is located as well as how to turn it off.

### Example Family Water Emergency Protocol Card

1. Locate your home's main water shutoff value. Our main valve is located \_\_\_\_\_.  
**CAUTION:** If the floor around your main shutoff valve is flooded, do not enter the area. You could be at risk for electrical shock.
2. Look for the water shutoff tag to confirm it is the correct valve. (***Make sure you show your family where the main water valve is located and what the tag looks like so they can find it if needed.***)
3. Turn the valve tightly to the "off" position. If you are unable to turn the valve yourself, use a wrench to help grip and turn the valve. (***This will turn off the water to the entire house.***)
4. Call your plumber at \_\_\_\_\_.
5. Take the next steps to make a claim with your insurance company.

<sup>1</sup> According to ISO, a Verisk Analytics company, 2013.

<sup>2</sup> According to the Insurance Institute for Business & Home Safety (IBHS), 2013.

\* Information provided by USAA Insurance

**RAINBOW  
MUNICIPAL  
WATER  
DISTRICT**

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**DROUGHT UPDATE**

Even though Gov. Jerry Brown declared a statewide drought, Rainbow MWD and San Diego County have adequate supplies for 2014 and do not anticipate having the need for countywide water-use restrictions. While the situation is especially serious for water agencies that rely only on local supplies and maintain limited storage, our wholesaler, the San Diego County Water Authority, has enough water because it has made many smart, local investments in diverse and more reliable water supplies over the past two decades. San Diegans also have decreased water usage about 27 percent since 2007.



Rainbow buys 100 percent of its water from the Authority. Rainbow and the Authority are closely monitoring the drought and encouraging residents and businesses to use water as efficiently as possible to avoid water waste.

Brown declared the state of emergency because areas of California have been hit hard by low water supply availability after two consecutive dry years and the start of a third. The Department of Water Resources' snowpack survey showed snow levels at a record-low 12 percent of normal. This year's imports from the State Water Project, which typically provides about 20 percent of San Diego's water, are expected to be very low or eliminated due to low water storage levels, low rainfall, and regulatory restrictions designed to protect endangered fish on the river system. The Colorado River, another major source of our water, is faring better with an average snowpack; however, 11 of the past 14 years have been dry and the main reservoirs collectively are less than half full.

Though the Authority imports about 85 percent of its water, it has made significant investments which have secured this region's water supply, providing a significant hedge against the drought for San Diego County. Those investments include conservation-and-transfer programs that are part of the Colorado River Quantification Settlement Agreement of 2003. In 2014, these transfers will provide the county with approximately 180,000 acre-feet of Colorado River water. Those transfers ramp up to 280,000 acre-feet in 2021, enough to support more than a half-million typical single-family homes. Another major piece of the supply strategy is seawater desalination. The Carlsbad Desalination Project is currently under construction and in early 2016 will produce enough locally controlled, drought-proof water to serve 112,000 homes. The Authority has also invested in infrastructure by increasing reservoir capacities and interconnecting pipelines throughout the county.

Rainbow and the Authority are also assessing the Bay Delta Conservation Plan, a proposed solution to major water supply challenges on the State Water Project. For more information about the Bay-Delta, go to [www.sdcwa.org/bay-delta-conservation-plan](http://www.sdcwa.org/bay-delta-conservation-plan).

**CUSTOMER SERVICE IS MOVING**

Rainbow MWD Customer Services Department began the transition process of moving to Fallbrook Public Utility District on Thursday, December 19, 2013.

**The Fallbrook Public Utility District location will provide full customer services during the hours of 8:00 a.m. – 4:30 p.m., Monday through Friday.**

Rainbow MWD Customer Service will be accepting payments from 8:00 a.m. - 4:30 p.m., Monday through Friday and could be reached at (760) 728-1125 Extensions 1101 and 1133.

Rainbow MWD will also continue to provide customer services at the Highway 395 location for a transitional period of time.

Fallbrook Public Utility District offices are located at 990 East Mission Road, Fallbrook, California.

**Monday – Friday 8:00 a.m. to 4:30 p.m.**