



## CELEBRATING EXCELLENCE

### **District of Distinction Accreditation**

The Rainbow Municipal Water District has been recognized by the Special District Leadership Foundation (SDLF) for its sound governance and fiscal management practices and policies and has been awarded SDLF's District of Distinction Accreditation.

To receive the award, a special district must undergo regular financial audits and have no major deficiencies. Board members and management staff must also undergo extensive training in sound governance practices and management.

Their operations must conform to all statutes and regulations under state law as reflected in a clear and robust set of policies and procedures. They must also have completed SDLF's District Transparency Certificate of Excellence which the District has received for the past five years.

This accreditation is a testament to the Rainbow Municipal Water District Board and staff's dedication to fiscal responsibility and sound governance principles. "This is a major achievement for the District. Our Board and staff are to be commended for their commitment to the District's values and continued success" said Tom Kennedy, General Manager.

The District is honored to be one of five, out of the 68 special districts in San Diego county to receive this recognition. Statewide there are over 2,000 special districts and only about 1% have been recognized as Rainbow now has.

## Lessons In Preparedness

On Monday, March 16, 2020 Rainbow Municipal Water District decided to close our front office to the public to mitigate the spread of the coronavirus. Our customer service staff began to move their workspace to their homes. They were immediately able to pick up calls in their homebased offices, access customer accounts, create service orders, take payments, and assist customers seamlessly.

Due to lessons learned in the wildfires in 2017, field personnel were already equipped with mobile devices and systems so they were able to continue diagnosing, investigating, and resolving service issues without visiting the District office.

Prior to the current pandemic, the District had already faced an impending disaster and threat to the its operations with the Lilac wildfires. At that time, General Manager, Tom Kennedy, and staff took the opportunity to look critically at our IT systems and determine what changes were needed to ensure service continuity in the face of similar threats.

The scrutiny after the wildfires led the District to move our on-premise UNIX system to a true, cloud-based platform. The system was fully implemented in July 2019—shortly before we would need to face the challenges of COVID-19.

As a statewide coronavirus shutdown appeared imminent in March 2020, the District's cloud-based system was already poised to enable a fully remote workforce. The District worked rapidly to move employees to home offices within 48 hours without disruption in service or response times. With their remote workforce in place, Rainbow Municipal Water District staff is productive and responsive, while leadership and management confidently looking toward the future.

Our water quality staff continuously monitor the water supply throughout the distribution system and the District will continue to operate and deliver the same high-quality tap water we have been providing for over five decades.



After a brief pause due to the COVID-19 orders, the District is resuming activity on the Water Service Upgrade Project and wanted to reassure you that enhanced safety procedures will be adhered to by both District staff and our contractors. Enhanced personal protective equipment will be worn by all staff and 6' social distancing will be practiced. This project will ultimately benefit all ratepayers, therefore we want to continue working while keeping your safety as well as that of our crews in mind.

If you have any additional questions, please contact us at (760) 728-1178 Ext. 328 or by email at [WSUP@rainbowmwd.com](mailto:WSUP@rainbowmwd.com).

For more details about this project, please visit <https://www.rainbowmwd.com/water-service-upgrade-project-wsup>.

*It's important to keep in mind that during this upgrade project we will be removing pressure regulators on the District's side of the meter. With the installation of several pressure reducing stations these devices are no longer necessary to protect the meter. Regulators can malfunction after 3 years, so we strongly recommend you assess your need to replace or possibly install a device on your side of the meter to properly manager your pressures.*

## Keep Our Sewers Systems Clear

Please take extra precautions regarding the disposal of disinfecting wipes, paper towels, rags, etc. in the sewer system.

Wipes are among the leading causes of sewer system backups, impacting sewer system and treatment plant pumps, and treatment systems. Many spills go to our lakes, rivers, and oceans where they have broad ranging impacts on public health and the environment.

Wastewater treatment plants may get overwhelmed, and consumers may face in-home plumbing backups and blockages.

***DO NOT Flush Disinfecting wipes, paper towels, rags, etc. down the toilet! ~Please Throw Them in the trash instead.***

We appreciate your cooperation.