

COST SAVINGS OFFER FOR RAINBOW CUSTOMERS

Leaks happen—usually without letting you know first. If you would like to be proactive and want to protect your home from expensive surprises, Rainbow MWD is offering a steep discount on a Flume smart water sensor. With the Flume device you can track indoor and outdoor water use 24/7 and get instant leak alerts. With “vacation mode” the Flume can automatically notify a friend or neighbor of unscheduled water use.

This first-of-its-kind easily installed household device (retail value \$199) allows you to take control of your water with an entire property water monitoring & leak detection system for just **ONLY \$49** (one device per account).



Flume puts the power of water consumption and conservation in your hands, protects your home, and improves your relationship with our most precious resource. This affordable technology helps you manage an essential resource and eliminate water waste. Flume normally costs \$199 plus tax and shipping, but through this program with Rainbow MWD you pay only \$49 with no ongoing subscription fees.

Flume Water Monitoring Device Features:

- Detect unknown leaks before you get the bill or cause costly damage.
- See how much water you are using in real-time, as well as daily, weekly, and monthly.
- Set water usage goals and budgets.
- Receive smartphone notifications on suspicious water activities while away from home.



Flume pinpoints your indoor versus outdoor use with down-to-the-minute, source-specific, water use reports and insights. Don't wait until you get your bill to find out how much water you're using or discover you have a leak.

Visit www.flumetech.com/rainbow to order your Flume device TODAY and start saving water, and money and protecting your home.

PROACTIVE APPROACH UNDER SEVERE WEATHER CONDITIONS

Starting in Late August 2022, the National Weather Service issued an excessive heat warning scheduled to last through September 4th. As a result, staff filled all our water tanks and reservoirs to 50%-75%. Typically, the system operators can change the levels on each tank to maintain water quality and in this case, we felt it prudent to ensure every tank was at least 50% full to mitigate the potential for high water usage due to excessive heat. Beginning early in September, District staff began filling tanks to a minimum level of 75% in preparation for 100-degree weather.

After the Governor declared a state of emergency in early September concerning the electrical grid the District staff started up several generators at our lift stations, ceased pumping water to the tanks, and activated the generator at the District headquarters reducing the load on the grid during the peak hours of 4:00 pm to 10:00 pm.



Staff also began lowering the tank levels in preparation for the potential impact on our service area by Hurricane Kay. The District anticipated that our agricultural users would take full advantage of the precipitation from the hurricane and reduce their demands on the water system. By lowering the tank levels, we ensured that the stored water stayed fresh and met all water quality parameters.

As a result of The District's proactive approach to mitigating the effects of these severe weather conditions, our infrastructure was able to provide uninterrupted service to our ratepayers. In addition, we were able to free up valuable energy resources for use in our community.

COMMUNITY INVOLVEMENT OPPORTUNITY

Our committees are an integral part of the decision-making process at RMWD. Members appointed to committees help make a difference in the local community!

With an opening in our Customer Service and Communications Committee, customers have an opportunity to be involved and engaged in the District's public outreach activities and customer service decision-making. If you've been wanting to get out and relate with people again on a regular basis and are looking for a way to make an impact in your community then this is your chance. Our Customer Service and Communications Committee meets the first Thursday of each month at 3:30 PM.

Meeting calendar, agendas, past meeting minutes, and Zoom link to join virtually can be found on our website at www.rainbowmwd.com/meetings or contact Dawn Washburn at (760) 728-1178 ext. 129 or by email at dwashburn@rainbowmwd.com for more information. Your input is much appreciated and benefits others.