

## PRESSURE REGULATING STATION

### INSTALLATION PROGRAM

As many of our customers are aware, our system was built years ago with high system pressure which can be a problem for both our mains and our customer's plumbing systems. In order to protect our meters in high pressure areas, the District installs a pressure regulator right in front of the meter.

As part of the District's initiative to lower pressures throughout the District, District crews have been installing pressure reducing stations around the District. These pressure reducing stations are designed to lower pressures in entire neighborhoods thus extending the life of the water infrastructure and protect our customers.

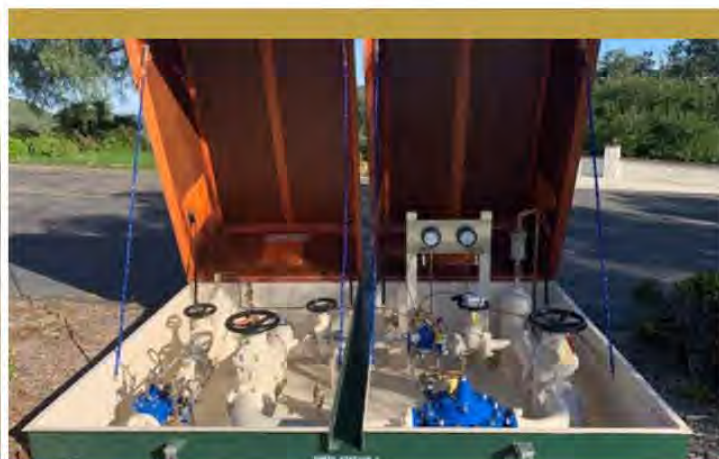
As we install pressure reducing stations around the District to serve entire neighborhoods, we will also be removing the pressure regulators in front of the meters as they are no longer needed to protect our meters. Please note that while according to plumbing codes every customer should have their own pressure regulator, there are instances where those regulators are not functioning or have possibly been removed. We encourage all customers to regularly inspect and test their pressure regulators.



If a pressure regulator is going to be installed in your neighborhood you will receive notice from the District by mail about the change. You will also see our crews in your neighborhood as they perform the installation which usually takes a few weeks to complete.

The combination of aging infrastructure and high pressures makes this pressure regulator installation program a key part of our efforts to extend the useful life of every pipeline in the District. This not only protects your household plumbing, it also helps us save money on pipeline replacements.

If you would like more information regarding home pressure regulators please go to our website at [www.rainbowmwd.com/water-pressure-regulator-faqs](http://www.rainbowmwd.com/water-pressure-regulator-faqs).





## LOG INTO OUR NEW ONLINE BILL PAY

Customers can now log into the new user-friendly bill pay system where they can access payment options, set up autopay, and email or text reminders, and much more! Go to our website and ENROLL TODAY to create your profile or simply make a one-time payment. If you were on automatic bill pay in the old system you will need to enroll by going to the new bill pay portal at [www.rainbowmwd.com/new-bill-pay-system-enroll-today](http://www.rainbowmwd.com/new-bill-pay-system-enroll-today).

PLEASE NOTE: Automatic payments will not be deducted until you enroll using the new link on our web site. When you enroll you will need to activate your account by responding to an email that will be sent when you sign up.

Along with being able to make a payment online at any time, you can also call the number below to make a payment over the phone through an automated system.

We are here to assist you with any questions you may have so feel free to contact customer service at (760) 728-1178.

### **RMWD COMMITTEE OPPORTUNITY**

In our ongoing efforts to give our ratepayers a voice in how the District is run, the District has three ratepayer led committees that meet on a monthly basis. These committees are a vital part of the District's continued success.

The committee members report directly to the Board of Directors to make suggestions and offer valuable input on our day-to-day operations.

Being a part of the committee allows you the opportunity to play an active role in Budget and Finance, Engineering and Operations, or Customer Service and Communications. We currently have openings in all three of these committees.



If you are interested and want to hear more about any of these committees, please come join us at any of our committee meeting. The meeting calendar can be found on our website at [www.rainbowmwd.com/meetings](http://www.rainbowmwd.com/meetings) or contact Dawn Washburn at (760) 728-1178 ext. 129 or by email at [dwashburn@rainbowmwd.com](mailto:dwashburn@rainbowmwd.com).

We hope to see you at our next meeting.