



TRANSPARENCY CERTIFICATE OF EXCELLENCE

In recognition of quality leadership and accountability the District was presented the Special District Leadership Foundation's *District Transparency Certificate of Excellence (DTCE)*. The Special District Leadership Foundation (SDLF) created this program in an effort to promote transparency in the operations and governance of special districts to the public and to provide special districts with an opportunity to showcase their efforts in transparency.

To receive the award, the District must demonstrate the completion of eight essential governance transparency requirements, including conducting ethics training for all Board members, properly conducting open and public meetings and filing financial transactions and compensation reports to the State Controller in a timely manner.

General Manager Tom Kennedy commented, "This is another example of our Board of Directors' and staff's commitment to the District's efforts to establish and preserve accountability with its ratepayers. Our Core Values (integrity, professionalism, responsibility, teamwork and innovation) are the catalyst for our achieving virtuous governances".



Pictured:
Tom Kennedy, General Manager accepting the DTCE Award (center) from Neil McCormick, Executive Director of CSDA (left) with Director Michael Mack (right)

The District also must fulfill 15 website requirements, including providing readily available information to the public, such as Board agendas, past Board meeting minutes, the current budget documents, and most recent financial audit.

Earning the certificate is a tangible acknowledgement of the District's efforts to remain transparent and demonstrate to its ratepayers our commitment to being open and accessible to them. It also reinforces our continued commitment to engaging the public and create a greater awareness of the District's business practices.



CHECK PROCESSING SERVICE ENHANCEMENT

At the September 26, 2017 meeting of the RMWD Board of Directors the Board approved a contract with RT Lawrence to provide utility bill check processing services. This is part of the District's ongoing efforts to provide top quality customer service by meeting customer needs, being responsive, providing timely communication and being financially responsible.

The use of check processing services is widely used in the payment industry to streamline check processing and to accelerate the deposit and availability of funds. Staff solicited quotes through contacting vendors in the industry and received a total of three proposals, 2 formal and 1 informal quote.

Due to the time-intensive nature of check processing, check payments divert staff time from other essential tasks. Additionally, the District is experiencing growth over the next few years that will add thousands of new service connections to the system. Outsourcing this process will permit our current staff to better handle the impending growth so we do not need to add staff to manage the increase in customers.

After careful consideration of all proposals received, staff identified RT Lawrence as the most responsible bidder that best meets the needs of the District and its ratepayers. The Budget & Finance committee along with staff selected RT Lawrence Corporation, it was determined to offer the overall best value to the District and its ratepayers.

RT Lawrence Corporation is known in the industry and has proven to be a very reliable vendor for lockbox services. The new third-party check payment processing service is expected to be implemented by the end of the year.

There will be changes on your bill statement coming toward the end of the year. The main change is that rather than the remittance address being our District offices address, it will be a special PO Box for the check processing center. The data handling systems used by RT Lawrence will provide our office staff immediate access to payment information so there will be no lag time between when your check is received by the service provider and when we can see the payment in our systems.

Please feel free to contact Customer Service staff if you have any questions or attend our regularly scheduled Board Meeting. See our Board Meeting schedule at <https://www.rainbowmwd.com/meetings>

BOARD OF DIRECTORS 2017

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CONTACT INFORMATION

District Office Hours

Monday – Friday

8:00AM – 4:30 PM

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Website:

<http://www.rainbowmwd.com>

CHECK YOUR TIMERS

Daylight Savings Time ends on November 5th and with this change it is important to check your irrigation timers to make sure you continue to water at your normally scheduled times. Please make a note to reset those irrigation systems and save yourself money and energy.