



---

## COMMITTEE AGENDA

### Communications and Customer Service Committee Meeting

Board Room  
3707 Old Highway 395  
Fallbrook, CA 92028

Tuesday, May 19, 2026  
1:00 PM

1. **CALL TO ORDER – Directors Townsend-Smith & Mack**  
(Hamilton - Alternate)
2. **PUBLIC COMMENT**
3. **DISCUSSION ITEMS**
  - A. Customer Service Call Metrics
  - B. Communications Strategic Plan Update
  - C. Water Use Efficiency Update
  - D. Community Events Update
  - E. Newsletter Content Planning
  - F. Public Communications and Related Media Stories
4. **ADJOURN**

#### ATTEST TO POSTING:

/s/Terese Quintanar  
Terese Quintanar  
Secretary of the Board

5/14/2026 10:44 AM  
Date and Time of Posting  
Outside Display Cases

Rainbow Municipal Water District (RMWD) provides remote attendance options solely as a matter of convenience to the public. RMWD will not stop or suspend its in-person public meeting should a technological interruption occur with respect to the Zoom or call-in line listed on the agenda. We encourage members of the public to attend meetings in person at 3707 Old Highway 395, Fallbrook, CA 92028, or remotely utilizing the options below:

Rainbow Municipal Water District (RMWD) provides remote attendance options solely as a matter of convenience to the public. RMWD will not stop or suspend its in-person public meeting should a technological interruption occur with respect to the Zoom or call-in line listed on the agenda. We encourage members of the public to attend meetings in person at 3707 Old Highway 395, Fallbrook, CA 92028, or remotely utilizing the options below:

**For Online Participation:**

Go to: <https://rainbowmwd.zoom.us/j/82688515149>

*If members of the public attending virtually would like to ask a question or make a comment on any item listed on this agenda, please utilize the "Raise Hand" button, located at the bottom of the screen. We will be alerted that they would like to speak. When called upon, please unmute the microphone and ask the question or make comments in no more than three minutes.*

**For Call-in Only:**

Call: (669) 900-6833, or (669) 444-9171, or  
(309) 205-3325, or (312) 626-6799, or  
(564) 217-2000, or (689) 278-1000  
Meeting ID: 826 8851 5149

*Those who have joined by dialing a number on their telephone can dial \*9 to alert us of a request to speak and \*6 to unmute, once called upon by the presiding officer.*

In accordance with the requirements of California Government Code Section 54954.2, this agenda has been posted at the District's Administrative offices not less than 72 hours prior to the meeting date and time above. All public records relating to each agenda item, including any public records distributed less than 72 hours prior to the meeting to all, or a majority of all, of the members of the District's Board, are available for public inspection in the office of the District Secretary, 3707 Old Highway 395, Fallbrook, CA 92028

If you have special needs because of a disability that makes it difficult for you to participate in the meeting or you require assistance or auxiliary aids to participate in the meeting, please contact the District Secretary (760) 728-1178 by at least noon on the Friday preceding the meeting. The District will attempt to make arrangements to accommodate your disability.



## Multi-Agency Response to Mission Fires in Bonsall and Rainbow

Rainbow Water District assisted the North County Fire Protection District and CAL FIRE with mutual aid response to multiple vegetation fires, known as the Mission fires, burning along State Route 76 and northbound I-15 Freeway on Saturday, May 2.

Rainbow Water crews responded swiftly with a water tender to supply fire trucks with water for fires located along State Route 76. Fire protection agencies utilized the Rainbow Water District's Rapid Aerial Water Supply (RAWS) tank with over 20 water drops to aid in suppressing 26 separate fires that burned across 12 miles from Bonsall to Rainbow. The North County Fire Protection District, CAL FIRE, and several assisting agencies stopped the fire's spread at 20 acres, with no structures destroyed.

"The outcome is a direct reflection of the strength of our mutual and automatic aid system, as well as the dedication of the men and women who serve our communities," said John Choi, Captain for North County Fire Protection District.

The RAWS tank was installed as a proactive measure following the devastating Lilac Fire in 2017, underscoring the need for an efficient, high-volume, aerial accessible water source in San Diego's fire-prone areas. This was the second fire incident when RAWS was used by fire agencies, following the Garden Fire in November 2024.

Rainbow Water mitigates the risk of fire ignition around all facilities through regular brush clearance to maintain defensible space and rooftop sprinklers to create a moisture barrier during a wildfire event. These proactive fire prevention measures assisted with protecting a critical piece of Rainbow Water infrastructure after a spot fire ignited adjacent to a pump station.

"Our emergency response training and internal notification systems moved our team into action quickly" said Jake Wiley, Rainbow Water General Manager. "We were proud to bring critical water supply to assist the dozen fire agencies who battled the various fires in our service area."

This rapid, highly effective response and preparedness highlight the success of joint efforts between public agencies and the vital role of advanced firefighting tools like the RAWS. Through proactive planning and interagency partnerships, Rainbow Water District, North County Fire Protection District, and CAL FIRE remain committed to safeguarding the communities they serve.



## Around the District Highlights from the General Manager: Infrastructure Week and La Canada Pipeline Replacement

National Infrastructure Week takes place May 18-22, to highlight the importance of infrastructure across the nation. Rainbow Water is proud to celebrate Infrastructure Week along with freight, transportation, and water agencies. The annual week of advocacy highlights the importance of continued investment in roads, water systems, broadband, and other essential infrastructure.

### La Canada Pipeline Replacement

Rainbow Water began 2026 with the modernization and installation of new pipelines and pressure-reducing valves to the neighborhood on La Canada Road near Hillrise and Via Monserate. The project involved Rainbow Water staff performing design, construction management, project management, installation, water testing, and connection to water systems to residences.

The 3-month project included replacing 4,000 feet of 8-inch pipeline upgrading aging infrastructure to ensure reliable delivery of water to the community. Rainbow Water's in-house construction crew performed the project from start to finish, averaging approximately 200 feet of installed pipeline per day. The street will undergo paving

repair and restoration and is anticipated to be complete by late June. The new pipeline addresses a history of pipeline failures in the area and avoids future costly operations and water outages to residents in the community.



**Stay Informed, Stay Safe.** Sign up for Rainbow Water emergency alerts to get the latest on outages and important water updates. Remember to include a current email address and cell phone number. Subscribe to emergency alerts at: [rainbowmwd.ca.gov/update-your-info](https://rainbowmwd.ca.gov/update-your-info)





## 2026 Farm Tour Day Hosted by San Diego County Farm Bureau

San Diego Farm Bureau invites you to join the 2026 Farm Tour Day in Oceanside. Event attendees will enjoy guided walking tours led by farmers who will share an inside look at how they farm tomatoes, cut flowers, wine grapes, and operate a farm stand.

### Behind the Scenes: Farm Edition

**Date:** Saturday, May 30, 2026

**Time:** 8:00 a.m. - 1:00 p.m.

**Location:** Tour a select group of farms in Oceanside

**Tickets:** Adults \$35, children ages 6-17 \$15, children 5 and under free

Tickets for the Farm Day Tour are available online through May 22. Learn more details and buy tickets at: [sdfarmbureau.org/farm-tour-day](https://sdfarmbureau.org/farm-tour-day)

## Ballot Drop Off at Rainbow Water Official Ballot Drop Off Site for San Diego County Voters

The County of San Diego Registrar of Voters office sent mail-in ballots for the Statewide Special Election to registered voters the first week in May. County of San Diego voters can vote in person, by mail, or return their ballots to a secure ballot drop box location. Local ballot drop boxes are conveniently located at the Fallbrook Branch Library, Fallbrook Regional Health District, and Rainbow Water Headquarters. Remember to seal your envelope and sign the exterior before dropping it into the ballot box.

### Rainbow Water Headquarters Official Ballot Drop Box

**Dates Open:** April 9 - June 2, 2026

**Time:** Monday - Friday, 8:00 a.m. - 4:30 p.m.

**Election Day:** June 2, 2026, 7:00 a.m. - 8:00 p.m.

**Location:** Rainbow Water Headquarters  
3707 Old Highway 395, Fallbrook, CA 92028

For additional polling locations and voter information, scan the code or visit: [sdvote.com](https://sdvote.com)



## Spring Planting Rebates

Thinking about replacing your grass with California native or drought-tolerant plants? Spring is when many California native plants bloom across our region. The San Diego County Waterscape Rebate Program helps homeowners install water-wise landscaping that can conserve water, save money, and beautify their homes. Earn an extra \$1 per square foot when you install native plants on all or part of your landscape! California native plants do more than enhance your yard, they:

- Help conserve water
- Support local pollinators and biodiversity
- Improve soil health
- Reduce long-term maintenance and costs



By choosing California native plants, you can create a more sustainable landscape while connecting your home to the natural environment—and earn a rebate at the same time. Learn more and apply online:

<https://tinyurl.com/yw2d263a>

## Rainbow Water Rundown April Board Meeting Highlights

**Annual Vacancy Rates & Staffing Analysis:** A review of vacancy rates and recruiting methods was presented in accordance with AB 2561. Staffing analysis included staffing trends, retention rates, and a three-year staffing plan for projected growth. The board will review additional staff positions in the May budget review process.

**La Canada Pipeline Replacement Project:** Highlights of the infrastructure project were presented with a construction timeline on the 3-month project completed by Rainbow Water's in-house construction team. The Board approved a paving contract for street restoration along La Canada between Hillside and Via Monserate.

**Consent Calendar Approvals:** Board approved notices of completion and acceptance of minor facilities constructed by customers; 6-year Sewer System Management Plan (SSMP); sewer system agreement with Neighborhood's Verdeaux at The Havens; and joint agreements for the Ocean Breeze development.

**5-Year Capital Improvement Plan:** The water and wastewater CIP plan was approved by the Board. The plan includes approximately \$8 million per year for the next five years, with 85% of the funding allocated for rehabilitation of pump stations and reservoirs and replacement of pipelines and valves.

**District Vehicle Policies:** A consolidation and update of District vehicle policies was incorporated into Chapter 5.09 of the Administrative Code.



### Joint Powers Financing Authority

**Update:** A memorandum of understanding and joint community facilities agreement were approved, and two board members were appointed to the recently formed JPA between Rainbow Water and Bonsall Unified School District.

### Join Our Public Meetings

Meetings are held in the Rainbow Water board room and via zoom on Tuesdays at 1:00 p.m. Agenda & online meeting information: [rainbowmwd.ca.gov/meetings](https://rainbowmwd.ca.gov/meetings)

**Board of Directors Meeting:** May 26, June 23

### Committee Meetings

- Engineering & Operations: June 2, July 7
- Budget & Finance: June 9, July 14
- Communications & Customer Service: July 21



3707 Old Highway 395, Fallbrook, CA 92028  
Customer Care & After Hours: 760.728.1178  
Office Hours: Mon-Fri 8:00 a.m. - 4:30 p.m.  
[RAINBOWMWD.CA.GOV](https://RAINBOWMWD.CA.GOV)



SCAN TO  
WATCH THE  
VIDEO

## 26 Fires reported along Fallbrook highways

May 3, 2026

By Jeanette Quezada

On Sunday, a day after the fires were reported, the North County Fire Protection District increased the number of reported fires from 14 to 26.

More than a dozen small fires along Highway 76 Eastbound and the I-15, just north of Highway 76 in Fallbrook prompted some road closures in the area.

On Sunday, a day after the fires were reported, the North County Fire Protection District increased the number of reported fires from 14 to 26.



“Any fire like this, there’s a lot of confusion initially when we’re getting different people calling 9-1-1 telling us different locations,” Battalion Chief Thomas Shoots with Cal Fire San Diego said.

Cal Fire responded to several calls before noon Saturday from drivers seeing small fires near the Eastbound side of the 76 freeway just north of the 15. When crews arrived, they found the fires burning along the side of roadway.

“Most of them were small so 20 feet by 20 feet, others were half acre, most of them were smaller in size. Our biggest one was just over five acres,” Chief Shoots said.

Altogether, the North County Fire Protection District said the fires burned 20 acres.

After firefighters stopped the forward progress on the fires, at around 2:30 p.m., they focused on building containment lines and mopping up hot spots.

“We have the fire engines, and the hand crews, and the engines and the water tenders out there all working together to try and make that happen,” Chief Shoots said.

Cal Fire said there were no evacuations or threats to homes and buildings.

There’s no word yet on what caused the fires to spark, but fire investigators tell NBC 7 since there were so many burning at one time, Cal Fire Riverside and the San Diego Sheriff’s Department were called in to help with the investigation.

Firefighters said even though the fires were put out quickly, it’s another reminder for people to be prepared.

“It should be a sign for people that you’re ready to evacuate at a moment’s notice and you have a plan for you and your

family because these things happen quickly. Situations deteriorate quickly and this is going to be the beginning of the next several months of a lot of things like this," Chief Shoots said.

More than 10 fire agencies responded to the fires.

The cause of the fires is under investigation, fire authorities said.

They ask anyone who may have seen anything to contact the non-emergency phone number for the San Diego Sheriff's line and let them know.

# FALLBROOK & BONSALL VILLAGE NEWS

## Water Management Workshop Offered

February 26, 2026

FALLBROOK - Local residents are invited to attend a Best Water Management Practices for Avocado and Citrus Workshop presented by Mission Resource Conservation District, Fallbrook Public Utility District and Rainbow Water District, Thursday, March 5, from 1-3 p.m. at Fallbrook Public Utility District, 990 E. Mission Road.

Attendees will gain insight on the latest irrigation practices from Aliasghar Montazar PhD, UCCE Irrigation and Water Management Advisor. They can also explore resources available from Mission Resource Conservation District, meet their local water providers, and learn how local growers use automation for water conservation.

A complimentary lunch will be provided. Seating is limited. Advanced registration required. For more information and to reserve a seat go to [rainbowmwd.ca.gov/AG-workshop](http://rainbowmwd.ca.gov/AG-workshop) and complete the sign up form by Tuesday, March 3.



**Best Water Management Practices for Avocados and Citrus Workshop**

**Thursday, March 5, 2026**  
**1:00 - 3:00 p.m.**  
Fallbrook Public Utility District  
990 E. Mission Rd., Fallbrook, CA 92028  
Lunch to be Provided

Gain insight on the latest irrigation practices from Aliasghar Montazar PhD, UCCE Irrigation and Water Management Advisor. Explore resources available from Mission Resource Conservation District, meet your local water providers, and learn how local growers use automation for water conservation.

**Guest Speakers**

- University of California Agricultural and Natural Resources
- Fallbrook Public Utility District
- Local Growers
- Mission Resource Conservation District
- Rainbow Municipal Water District

Space is limited. Reserve your seat for this free in-person workshop.  
Visit: [rainbowmwd.ca.gov/AG-workshop](http://rainbowmwd.ca.gov/AG-workshop)



Presented By:



# FALLBROOK & BONSALL VILLAGE NEWS

## Rainbow Water District to Host Spring Blood Drive and Living Donor Screening

May 14, 2026

Help save a life and give back to the community at Rainbow Water's biannual blood drive and living donor screening on Thursday, May 21. The San Diego Blood Bank will open its mobile blood unit from 9:00 a.m. to 2:30 p.m. at the Rainbow Water headquarters parking lot at 3707 Old Highway 395 in Fallbrook. Rainbow Water will also offer visitors the opportunity to take a free online screening through the Scripps Living Donor Program.

San Diego Blood Bank celebrated 75 years of service to the community in 2025, and blood donations made at local blood drives and donation centers are vital to local patients with traumas, blood disorders, surgeries, accidents, and complications from childbirth. To help meet the demand, Rainbow Water has partnered with the San Diego Blood Bank to host a mobile blood drive to replenish the local blood supply. By donating blood, you can help save up to 3 local patients' lives.

New this year, visitors to the blood drive can take the Scripps Living Donor Program online assessment to help local patients find a living kidney donor. According to Scripps, there are 110,000 patients across the country who wait for years for a deceased donor, and many do not live long enough to receive a transplant. The living organ donation process allows a donor to give a partial or a whole kidney to lifesaving organ transplants. The free online screening was added to highlight the need for living donors in San Diego County and to assist a longtime Rainbow Water team member with finding a kidney match. Information on the Scripps Living Kidney Donor Program and screening process can be completed online at [scripslivingdonor.org](https://scripslivingdonor.org).

"We are always looking for ways to connect and give back to our community and our team," said Karleen Harp, Administrative Services Manager for Rainbow Water. "Our blood drive and living donor screening event will allow us to get one step closer to finding a match for one of our valued team members."

Walk-ins are welcome at the blood drive, and appointments are encouraged by visiting the Rainbow Water website: [rainbowmwd.ca.gov/spring-blood-drive](https://rainbowmwd.ca.gov/spring-blood-drive). Appointments are also available by calling San Diego Blood Bank at (619) 400-8241. Details on the blood drive, directions, and more information are on Rainbow Water's website. Donors must be at least 17 years old, weigh at least 110 pounds, be in good health, and free of any cold or flu symptoms. As a thank you, all blood donors will receive a 2026 Padres Summer Blood Drive UPF 50 sun shirt and Rainbow Water reusable water bottle—while supplies last.

Rainbow Water is proud to host the San Diego Blood Drive for the community and to give hope to patients across Southern California.



The poster features a blue and white color scheme. At the top, there is a photograph of a mobile blood unit with a circular inset showing a person's arm being prepared for a blood draw. The main text is in a mix of blue and orange fonts. It includes the event title, date, time, and location. Below that, there are bullet points about the benefits of donation, such as free online screening and receiving a t-shirt and water bottle. Logos for Rainbow Municipal Water District and San Diego Blood Bank are present. At the bottom, there is a QR code and a call to action to reserve a spot online, with the website URL [rainbowmwd.ca.gov/spring-blood-drive](https://rainbowmwd.ca.gov/spring-blood-drive).

**Spring BLOOD DRIVE**  
AND SCRIPPS LIVING DONOR MATCH PROGRAM SCREENING

**Thursday, May 21, 2026**  
9:00 a.m. - 2:30 p.m.

Rainbow Water Headquarters Parking Lot  
3707 Old Highway 395, Fallbrook, CA 92028

**Save Lives in Our Community with a Donation**

- Take the free online Living Donor Screening to help find a kidney match for a long-time Rainbow Water team member.
- Blood donors receive a San Diego Padres Summer Blood Drive t-shirt and Rainbow Water reusable water bottle, while supplies last.

**Presented By:**

**RAINBOW**  
MUNICIPAL WATER DISTRICT

**San Diego Blood Bank**

**Reserve Your Spot**  
Make your blood donation appointment online.  
Walk-ins are always welcome.  
[rainbowmwd.ca.gov/spring-blood-drive](https://rainbowmwd.ca.gov/spring-blood-drive)

SCAN FOR INFO