



COMMITTEE AGENDA

Communications and Customer Service Committee Meeting

**Board Room
3707 Old Highway 395
Fallbrook, CA 92028**

**Tuesday, September 15, 2026
1:00 PM**

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

ATTEST TO POSTING:

/s/Terese Quintanar
Terese Quintanar
Secretary of the Board

9/10/2026 10:59 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.



2026 Student Poster Contest

Bonsall Elementary School Students Take Home Top Awards

Rainbow Water announced the winners of the 2026 Student Water Awareness Poster Contest at the Communications and Customer Service meeting in July. This year, the top fourth grade artists are all students from Bonsall Elementary School and include Lillian Hackbarth, Ada Rae Prechtel, and Sarai Chavarin.

Rainbow Water General Manager Jake Wiley recognized the fourth grade student artists for their outstanding artistic achievement and presented each artist with a custom-designed award with their poster and a bag of art supplies. The three student entries will advance to the regional contest, competing alongside 30 student entries in the 35th annual water poster contest hosted by North County Water Agencies (NCWA).

"We received over three dozen entries from students in our service area, and our team voted to select the winners in our service area," said Wiley. "This contest is a testament to our commitment to partner with our local schools to educate our youngest audience about the importance of using water wisely."

At the beginning of the year, Rainbow Water distributed poster contest entry forms to fourth grade classes at Bonsall Elementary and Vallecitos Elementary to invite students to create original artwork centered on the theme "Love Water, Save Water." The poster entries are collected and judged by Rainbow Water staff based on creativity, artistry, and the best expression of the theme. Three finalists are selected and submitted to NCWA's regional judging panel to determine the front cover and placement in the 2027 calendar. The calendar is designed by NCWA members and printed locally for distribution to all member agencies. The 2027 calendar will be available at the Rainbow Water headquarters in December 2026.



Lillian Hackbarth, first place



Ada Rae Prechtel, second place



Sarai Chavarin, third place

Around the District

Highlights from the General Manager

Protecting Your Water District: An Investment in Cybersecurity Resilience

In an environment where water and wastewater utilities nationwide are increasingly targeted by cyberattacks, including a wave of coordinated intrusions affecting utilities across multiple states this summer, Rainbow Water has taken proactive, sustained steps to protect the systems that deliver safe, reliable water to our customers. Rainbow Water secured outside funding through the federal State and Local Cybersecurity Grant Program to perform a comprehensive cybersecurity maturity assessment of information technology and operational technology environments, benchmarked against the NIST Cybersecurity Framework 2.0. The assessment has directly informed a formal set of security policies and controls that are guiding how Rainbow Water strategically protects its networks, systems, and the data entrusted to us by the community.

Beyond assessment and policy, Rainbow Water maintains active, around-the-clock cybersecurity defenses to proactively identify and close security gaps before they can be exploited. In the past year, Rainbow Water began incorporating artificial intelligence into its cybersecurity operations. Adoption of AI-driven tools has increased proficiency in detecting anomalies, accelerating scanning for sensitive and regulated data across District systems, and enhancing the ability to identify threats at machine speed. Overseen by the District's Cybersecurity Steering Committee, these efforts reflect Rainbow Water's commitment to safeguarding critical water infrastructure and strengthening resilience to an evolving threat landscape. These improvements ensure the integrity of the water supply to our community while upholding the confidence of our customers.



Fall Blood Drive & Living Kidney Donor Match Program Screening

Blood Donors Receive a Complimentary Ticket to SeaWorld Howl-O-Scream

Next month we continue our partnership with San Diego Blood Bank by hosting the fall mobile blood drive to replenish the local blood supply. The semi-annual blood drive will have the added component of online screenings with Scripps Living Kidney Donor Program. Learn about the process of becoming a living donor and help us take one step closer to finding a kidney donor for a long-time Rainbow Water team member.

Summer is one of the most challenging times of the year for blood donation, and San Diego Blood Bank needs your help to replenish the supply.

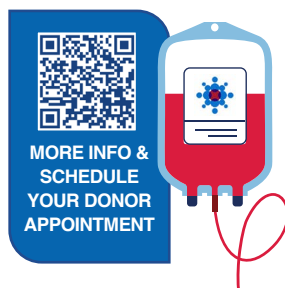
Join Us for the Fall Blood Drive

Date: Thursday, September 24, 2026

Time: 9:00 a.m. - 2:30 p.m.

Location: Rainbow Water District Parking Lot
3707 Old Highway 395, Fallbrook, CA 92028

Complimentary Gifts: Donors receive a SeaWorld Howl-O-Scream ticket, Rainbow Water reusable water bottle, and tote bag.



Every Donation Makes a Difference for Local Patients. Schedule your appointment online and read more information on the Rainbow Water website: rainbowmwd.ca.gov/Blood-Drive

Summer Art Supply Drive

Make a Difference and Donate Supplies for the Boys & Girls Clubs of North County

Rainbow Water is proud to partner with the Boys and Girls Clubs of North County and serve as a donation site for the Summer Art Supply Drive. All donations will go directly to students enrolled in summer camps and year-round after-school programs in our service area.

Donate Art Supplies

The Boys and Girls Clubs is actively seeking donations of new art supplies, including: crayons, colored pencils, construction paper, drawing books, erasers, general craft supplies, glue sticks, markers, paint, paint brushes, poster board, scissors, sidewalk chalk, and more.



Drop-Off Location

From now through September 4, bring new art supplies to: Rainbow Water Headquarters
3707 Old Highway 395, Fallbrook
Monday to Friday from 8:00 a.m. to 4:30 p.m.

For more information, visit the Rainbow Water website: rainbowmwd.ca.gov/BGC-donations



New Credit Card Fees

As we begin the new 2027 fiscal year, Rainbow Water is rolling out new fees to recover costs associated with credit card transactions. Rainbow Water is now recovering merchant costs for accepting credit and debit cards with a **new 2.95% convenience fee for all online and in-person card payments**. The fee will be collected directly from the payment processor to cover the merchant card fees and none of the revenue will go to Rainbow Water.

The decision to implement fees was approved by the board at the May meeting after a budget analysis identified the \$150,000 in annual credit card fees were absorbed by all customers rather than only card users. To ensure credit card fees are only paid by customers who use them, Rainbow Water's payment processor is adding the credit card fees directly to customers who pay with credit and debit cards.

What to Know

- **The fees do not apply to ACH payments, which remain as a no-fee payment option.**
- Fees apply to debit and credit card payments made through auto pay, by phone, online, and at the Rainbow Water office.

How to Update Your Billing Information

- To update your billing information, contact Customer Service by phone during office hours.
- Have your bank routing and account number information available to update billing.
- You can request to be enrolled in auto-bill payment and receive digital bills via email.

Call Customer Service to Update Your Billing Information at 760-728-1178

District Public Meetings

How to Participate

Meetings are held in the Rainbow Water board room and via Zoom on Tuesdays at 1:00 p.m. The meeting agenda and online meeting information is available on the meetings webpage: rainbowmwd.ca.gov/Meetings

Board Meetings

Sept 22, Oct 27, Nov 17, Dec 15

Committee Meetings

Informal meetings held on Tuesdays at 1:00 p.m. in the Rainbow Water board room

- Engineering & Operations: Sept 1, Oct 6
- Budget & Finance: Sept 11, Oct 13
- Communications & Customer Service: Sept 15

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



National Preparedness Month

Tips to Ensure Your Safety Throughout the Season

September is designated as National Preparedness Month, and Rainbow Water works with local community organizations and public agencies to encourage our community members to take steps to prepare for emergencies. Below are helpful tips to prepare your home and loved ones for a wildfire event, rainstorm or wind event.

Weed Abatement and Zone 0

Protecting your home from wildfires starts with preparing defensible space around your home, with more fire-resistant landscaping. The first five feet from your home or structure is known as Zone 0 and should be clear of any combustibles, which include tree branches, bushes, mulch, and plants from the immediate five-foot perimeter to reduce ignition from flying embers.

- Mitigate the risk by regularly trimming trees, bushes, and weeds to prevent them from touching the home.
- Plant water-wise landscaping to protect your home and local watershed.
- Rock, gravel, and other noncombustible ground cover can help create an ember-resistant zone around your home.

Create a fire-resistant landscape with rebates and resources from the County of San Diego's Waterscape Rebate Program. For more information visit: sandiegocounty.gov/watershedrebates

Prepare Your Home

The key to a successful emergency plan is preparation.

- Assemble an emergency kit with batteries, flashlights, first aid kit, map, medication, non-perishable food, pet food and water. Make sure the kit is regularly updated, and all household members know its location.
- Design your emergency plan with an evacuation meeting place and know your evacuation route.
- Download emergency notification mobile phone apps from Genasys, Watch Duty, Alert San Diego and more.
- Sand bags are available at a variety of locations in North County, more information at ncfireca.gov.

Explore more resources at rainbowmwd.ca.gov/Emergency-Prep-Tips



Around the District

Highlights from the General Manager

Join Us for a Committee or Board Meeting

This past year, the Board voted to change the format of the District's standing committees.

The Committee meetings are now co-chaired by two Board members and are open to the public without restriction. The meetings are designed for information and discussion on matters relevant to each standing committee including Engineering & Operations, Budget & Finance, and Communications and Customer Service. Committee meetings are meant to provide a less formal setting that encourages open dialogue between committee members, staff, and customers of Rainbow Water District. Come join us for a meeting and have your voice heard by District decision makers.

How to Participate

Meetings are held in the Rainbow Water board room, via Zoom, and live on YouTube on Tuesdays at 1:00 p.m.

Board Meetings

- Oct 27, Nov 17, Dec 15

Committee Meetings

- Engineering & Operations: Oct 6, Nov 3
- Budget & Finance: Oct 13, Nov 10
- Communications & Customer Service: Nov 18

Meeting agenda, public comment information and past meeting details are available on the website: rainbowmwd.ca.gov/Meetings



**Catch Water Leaks
and Monitor Water
Use with the New
Flume 2 Device**
Read more on page 2



Are You Receiving Emergency Alerts from Rainbow Water?

Update your contact information with your current cell phone number and email address to receive the most up to date information on events including water outages and important information. Call to update your info at 760-728-1178 or complete the form online at rainbowmwd.ca.gov/Update-Your-Info





North County Fire Open House

Live Demonstrations from Your Community Organizations

Celebrate Fire Prevention Month at the North County Fire District's Annual Open House. Fire deputies will be on hand to answer questions on evacuations, emergency preparation, and road closures during a wildfire. The all ages event is free to the public, and kids will have the opportunity to view emergency vehicles up close and participate in fire and safety demonstrations. Various public agencies including Rainbow Water will have resource booths on emergency preparedness and safety.

Come visit the Rainbow Water booth for fun giveaways and rebate information. All Rainbow Water customers receive a free reusable water bottle, travel dog bowl, and tote bag while supplies last.

Saturday, October 24, 2026

9:00 a.m. - 1:00 p.m.

North County Fire Station One
315 E. Ivy Street, Fallbrook



Join Rainbow Water and other community groups to learn about emergency preparedness and safety. More info at: ncfireca.gov

2026 General Election

Ballot Drop Box at Rainbow Water Headquarters & County of San Diego Registrar's Voting Tips

The County of San Diego Registrar of Voters office is scheduled to mail ballots for the General Election to all registered voters the week of October 5. Voters have the choice to vote in person, by mail, or return to a secure ballot drop box location. Rainbow Water is designated as an official ballot drop box location and is available to all San Diego County residents to drop off ballots.

Rainbow Water Headquarters Official Ballot Drop Box

Dates Open: October 6 - November 6, 2025

Time: Monday - Friday, 8:00 a.m. - 4:30 p.m., Closed on weekends

Election Day: Tuesday, November 6, 2025, 7:00 a.m. - 8:00 p.m.

Location: Rainbow Water Headquarters, 3707 Old Highway 395, Fallbrook



Ballot tips from the San Diego County Registrar's Office:

- Sign, date, and seal your envelope
- Return your ballot at a ballot drop box location or by mail no later than Nov 3

For polling locations, ballot drop box locations, and voter information, scan the code or visit: sdvote.com



Construction Notice

Pipeline 5 Relining by San Diego County Water Authority

The San Diego County Water Authority will begin construction on a project to rehabilitate approximately 5,000 feet of major pipeline. Crews will access the pipeline through three portals in the Bonsall area, west of Interstate 15 and south of Gopher Canyon Road. Construction is expected to last one year, ending in summer 2027. The Water Authority is coordinating with local agencies to ensure water service is maintained. Rainbow Water is not involved in the project.

For more information call the Water Authority at 877-682-9283 extension 7005 or visit <https://bitly/p5relining>

Track Your Water with Flume



Looking for a way to protect your home and reduce water waste? Track your water use and receive leak notifications all in one place with Flume, a smart water monitor device. Flume is available to Rainbow Water customers at an exclusive reduced price with a rebate upon installation.

Rainbow Water was the first public agency to partner with Flume in 2019, and since then, over 1,000 of our customers have purchased the device. Now customers can order the new Flume 2x with all the benefits of extended WiFi range, lithium battery replacement, and real-time tracking. Same great service with an upgraded device at a discounted rate and no monthly fees.

Order Flume and Start Tracking Your Water Use

- Purchase your Flume device for \$125 (plus shipping and tax)
- Install your Flume device within 10 days (installation is do-it-yourself, with video tutorials on YouTube and in the Flume app)
- Automatically get \$50 refunded to your credit card when you install in 10 days

To ensure a smooth setup process, remember to use the same email address when purchasing Flume and setting up your Flume account.

For more info and to claim your rebate visit: rainbowmwd.ca.gov/Flume

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

FALLBROOK & BONSALE VILLAGE NEWS

Rainbow MWD adopts 2026 strategic plan

September 2, 2026

The Rainbow Municipal Water District board approved the district's 2026 strategic plan.

A 5-0 vote Aug. 18 adopted the new strategic plan. The plan has seven focus areas: reliable infrastructure, enterprise resilience, sustainable finances, leadership, personnel, purposeful technology, and proactive communication.

"We did a pretty comprehensive update," said Rainbow General Manager Jake Wiley.

The strategic plan documents Rainbow's mission statement, core values, and key focus areas and includes goals and objectives for Rainbow staff to pursue. Rainbow's previous strategic plan was adopted in 2020.

"It's the same core values," Wiley said of the update.

In October 2025, Rainbow contracted with Raftelis Financial Consultants to facilitate an update to the district's strategic plan and provide meaningful direction for addressing changing operational, regulatory, environmental, infrastructure, and resource conditions. A collaborative planning process included a series of workshops involving the Rainbow board, district staff, and opportunities for public input. The process allowed stakeholders to evaluate the district's current position, consider future challenges and opportunities, and identify priorities to guide the district in future years.

"A lot of it did deal with upgrading our infrastructure," Wiley said.

FALLBROOK & BONSTALL VILLAGE NEWS

RMWD announces winners of 2026 Water Awareness Poster Contest

July 31, 2026

FALLBROOK – Rainbow Municipal Water District announced the winners of the 2026 Student Water Awareness Poster Contest at the Communications and Customer Service meeting in July. This year, the top fourth grade artists are all from Bonsall Elementary School and include Lillian Hackbarth, Ada Rae Precht, and Sarai Chavarin.

Rainbow Water General Manager Jake Wiley recognized the fourth grade student artists for their outstanding artistic achievement and presented each artist with a custom-designed award and a bag of art supplies.

The three student entries will advance to the regional contest, competing alongside 36 student entries in the 35th annual water poster contest hosted by North County Water Agencies. The NCWA is a collection of 11 water agencies in northern San Diego County that collaborate on community outreach, water initiatives, and the annual student poster contest.

“We received over three dozen entries from students in our service area, which were then voted on by the Rainbow team to select the winners,” said Wiley. “This contest is a testament to our commitment to partner with our local schools to educate our youngest audience about the importance of using water wisely.”

At the beginning of the year, Rainbow Water distributed poster contest entry forms to fourth grade classes at Bonsall Elementary and Vallecitos Elementary, to invite students to create original artwork centered on the theme “Love Water, Save Water.” The poster entries are collected and judged by Rainbow Water staff based on creativity, artistry, and the best expression of the theme.

Three finalists are selected and submitted to NCWA's regional judging panel to determine the front cover and placement in the 2027 calendar. The calendar is designed by NCWA members and printed locally for distribution to all member agencies.

Complimentary printed calendars will be available for public pickup at Rainbow Water District headquarters and any NCWA member agency office in December 2026.



Hydrate the Earth by Lillian Hackbarth



Love for Water by Ada Rae Precht



Rain to Roots by Sarai Chavarin

FALLBROOK & BONSALE VILLAGE NEWS

RMWD terminates tank maintenance contract

September 2, 2026

Since 2003, the Rainbow Municipal Water District has contracted for annual tank maintenance and inspection. A 5-0 Rainbow board vote Aug. 18 terminated the most recent contract, and the district will utilize in-house personnel for the activity.

"We'll be taking that over in December," said Rainbow General Manager Jake Wiley.

In December 2003, the Rainbow board approved an agreement for annual tank maintenance and inspection with Utility Services Company, Inc. The annual work included maintaining interior and exterior tank coatings for corrosion prevention and alternating visual inspections and washouts for Rainbow's 12 welded steel tanks.

A 2010 addendum to the agreement extended the expiration date to June 30, 2016. The agreement was subsequently renewed on a yearly basis for maintenance, rehabilitation, and inspection services.

In 2015, Rainbow and Utility Services Company entered into a 10-year annual maintenance and inspection agreement for the 6 million gallon pre-stressed concrete Pala Mesa Tank, which was not included in the original 2003 agreement.

Utility Services Company was a division of Suez Water Technologies and Solutions in October 2018 when Rainbow approved a contract to install staircases in its steel water tanks and railing systems on the top of those tanks.

A change order to that contract approved in August 2020 addressed additional fall protection improvements at the reservoirs. A 2023 acquisition turned Utility Services Company into USG Water Solutions.

In early 2024, Rainbow staff conducted a qualitative and quantitative review of the outsourced tank maintenance program. The exteriors of the tanks had been maintained in good condition throughout the course of the contract, and the schedule for rehabilitation in the original contract which calls for exterior re-coating every eight to nine years had been generally adhered to either through exterior touch-ups or full re-coating.

The visual inspections of the tanks had been frequent and generally adequate although Rainbow operations staff identified certain omissions of maintenance issues in the inspection reports USG provided to the district. The washdowns had been adequate but less regular than the visual inspections, and the scheduling appeared to be sporadic.

The interior re-coatings had been deferred much longer than anticipated in the original contract agreement, particularly for the larger steel tanks (4.0 million gallons and larger) which comprise the most significant cost associated with tank maintenance. The contract estimated an interior coating lifecycle of 10 to 11 years, but the actual interior re-coating schedule was averaging 16.6 years between coatings.

Deferring interior coatings has the potential for high long-term costs due to the potential for corrosion of the tank structure which would require repairs and could reduce the overall service life of the tank.

Cost comparisons were developed for the options of extending the tank maintenance contract or canceling the contract and taking over the work in-house. Including an annual 5% cost escalation, the estimated cost over 15 years would be \$16,040,000 with the contract and \$12,540,000 for district staff work along with some outside services, so canceling the contract would have saved approximately \$3,500,000.

In August 2024, Rainbow's board voted to terminate the contract with USG Water Solutions. The plan at the time was for Wiley to renegotiate a potential contract with USG or another qualified firm before Rainbow actually initiated the in-house work and, if a draft agreement was reached, the contract would be brought back to the board for consideration.

An agreement with USG Water Solutions was reached, and a November 2024 Rainbow board vote approved the new maintenance contract for the district's steel tanks. The amendment included a four-year schedule to re-coat the interiors of the eight tanks which have been deferred the longest. The amendment components also added an annual meeting to discuss the proposed schedule and language addressing how the tanks must be coated. The agreement was year-to-year with the anniversary date on Dec. 10.

"Over time we felt the value we were getting was a bit diminished," Wiley said.

USG has not met the specified construction schedule or provided adequate reports for inspections. Cost comparisons were developed to assess any benefit to either extending the tank maintenance contract or canceling the contract and taking over the work in-house. The new estimate over a 15-year period retained the \$16,040,000 amount for contracted work while reducing the cost of in-house work to \$12,340,000. Both of those figures include a 5% annual escalation.

Rainbow engineering staff will lead the planning, scheduling, and oversight of major rehabilitation efforts utilizing a specialty coatings contractor. District operations staff will handle washdown and inspection activity which is required for each tank every three to five years.