RAINBOW
MUNICIPAL WATER DISTRICT
Committed to Excellence

NEWSLETTER
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Issue 177

Scheduled for Summer 2019

NEW PIPELINE CONSTRUCTION

The Rainbow Municipal Water District (District) is continuously replacing aging infrastructure throughout our network of water lines and sewer lines. Sometimes new pipes are added to the system to improve flow, throughout the water system and provide "looping" of the system. This helps not only to maintain water quality, but also minimizes the number of customers who have their water shutoff during maintenance activities.

As part of the effort to increase redundancy in the system and provide greater connectivity between northern and southern areas of the water system, the District has recently awarded a construction contract to a private contractor to build a new pipeline. The new water main will be a 12" diameter water main at Via Ararat Road and constructed from West Lilac south along Via Ararat approximately 660 feet.

In addition to the pipeline, the District is also installing three new fire hydrants, one at each end of the new line and one towards the middle. This will greatly improve fire safety in the area, which was very close to the 2017 Lilac Fire. At the end of construction, the street will be slurry sealed from edge to edge along the project limits restoring the street to its former appearance.

Additionally, the District is currently in the design phase of the Miscellaneous Pipe Relocation Project. This project will relocate approximately 10,000 feet of old pipeline from poorly accessible areas such as backyards and avocado groves and place them in the streets or in a more suitable District right-of-way.

If you have any questions or concerns please contact our engineering department at (760) 728-1178.

NEW BILLING SOFTWARE UPGRADE

Rainbow has upgraded our Customer Billing and Financial ERP software to INFOR cloud-based Software-as-a-Service (SaaS) products. The new billing software system went live July 1, 2019. Our staff is very excited about this upgrade and look forward to providing our customers with improved customer service and a revamped online portal. What's important to know is your account number will NOT change. Also, if you pay your bill online you should have received an email with instructions on updating your payment information as well as a link to our new payment portal. If you did not receive the email you can also access the link on our website by going to Service and Rates – Billing or use the Billing Information Quick Link on our landing page, then select Pay Your Bill Online. Once a new online customer portal is set up, you can view your bill and have access to past usage and payments made. We feel this added transparency and account access is a benefit to customers and will help answer questions for users.

- If you were set up for direct payment, you will need to update your account.

- Your water bill account numbers have not changed.

- If you use bill pay through your bank, there in no action needed.

- Please see the steps below to pay your account online.

- You always have the option to call our Customer Service staff for assistance.
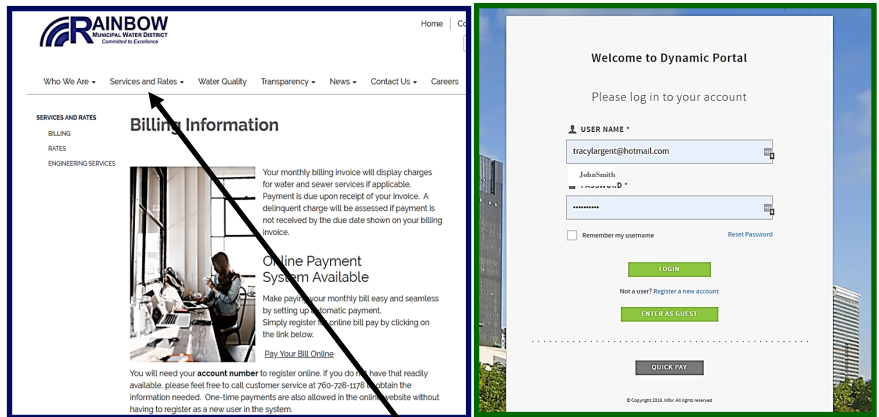
Customers can find the link to the online account on our website under Service and Rates – Billing.
You will need your customer number to access your account.

The upgrade did create some unforeseen complications with our online bill pay process. We are actively working on a resolution and should have the system fully functional in a timely manner. We are also experiencing a larger volume of calls than usual. We appreciate your patience during this time of transition.

With declining sales and aging infrastructure, the need for low-cost, reliable technology has never been as important for government and public organizations. Infor CloudSuite Public Sector and Financial Services answers these challenges by offering a platform that blends flexibility, accountability and integration with optimal value. Infor CloudSuite Public Sector and Financial Services provides government organizations with the tools needed to easily integrate legacy applications, effectively collaborate across the enterprise and lower the total cost of ownership (TCO) for software solutions. By utilizing SaaS, we are no longer forced to purchase onsite servers or hardware, and therefore are able to significantly reduce the need for additional IT support over time. In addition, the savings in fees from switching our merchant service provider is more than $200,000; just one year of savings will cover the cost of this project's implementation cost.

The goals of the new software are to increase efficiency for staff and to make a significant step forward with a product that we can advance with as technology changes. We think SaaS products are the best option to stay at pace with these changes while keeping IT costs down.