



BILL FORMAT CHANGES

Since we showed samples of our new bill format in a previous Newsletter, we have received many suggestions on future formatting, content improvements and enhancements. We value our customers and have taken in to serious consideration all of your recommendations. We have also taken a number of calls requesting clarification on the new fee classifications.

Properly interpreting your bill is a vital part of understanding and monitoring your water consumption. The definitions for fees listed below with the **sample bills** showing the comparison of the old and new formats will assist in properly comprehending your bill statement.

O&M RMWD = The fixed costs related to the Operations and Maintenance of Rainbow MWD systems.

Water Consumption = Total costs related to your actual water usage for that billing cycle.

O&M SDCWA = The fixed costs related to the Operations and Maintenance of San Diego County Water Authority's system.

Cross Connection = Cross Connection Control Monthly charges (*if applicable*)

Sewer = Monthly Sewer charges (*if applicable*)

We are scheduled to transition into the new Utility Billing software in November. With the conversion of software, it will assign a new customer account number for you. Once the transition occurs, you will receive notification of the account number change along with the new bill statement format. Please reference the new customer account number going forward from receipt of notification.

Currently these changes are a key topic at the Communications Committee which are held the first Monday of each month at the District offices. You are welcome to join us and be a part of the development.

Old Bill Format

New Bill Format

SAMPLE BILLS

ACCOUNT ACTIVITY

AMOUNT	DESCRIPTION
\$ 233.88	Previous Balance
\$ (233.88)	Payments Received
\$ 0.00	Balance Forward
	Current Charges
\$ 16.78	RMWD WATER
\$ 56.98	MWD WATER
\$ 1.10	SDCWA WATER
\$ 37.20	OPERATIONS & MAINTENANCE
\$ 58.37	MWD/SDCWA FIXED FEES
\$ 170.43	Total Current Charges

ACCOUNT BALANCE:

\$170.43

CURRENT CHARGES

O&M RMWD	37.20
Water Consumption	74.86
O&M SDCWA	58.37

TOTAL CURRENT CHARGES

170.43

BILL SUMMARY

Previous Balance	233.88
Payments Received	-233.88
Additional Billing	0.00
Current Charges	170.43

TOTAL AMOUNT DUE

170.43

**RAINBOW
MUNICIPAL
WATER
DISTRICT**

BOARD OF DIRECTORS 2016

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Operations Manager

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CONTACT INFORMATION

District Office Hours

Monday – Friday
8:00AM – 4:30 PM

Phone: (760) 728-1178

Website:

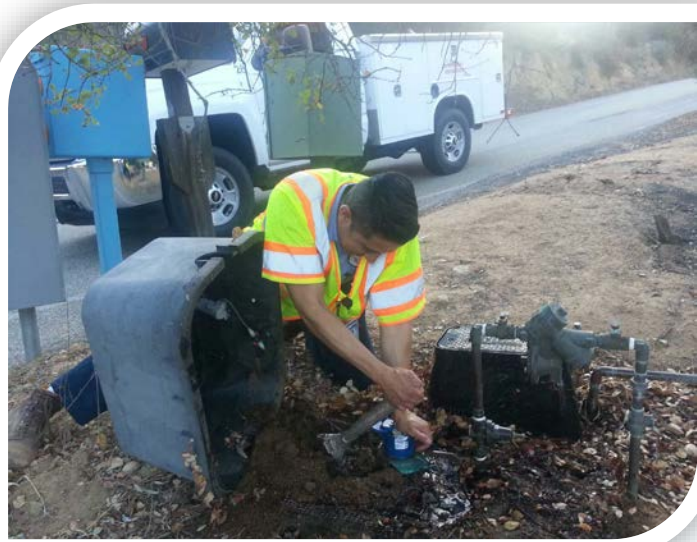
<http://www.rainbowmwd.com>

FEATURED SPOTLIGHT

Rainbow MWDs Emergency Response team is ready to answer the call 24 hours a day, 7 days a week.

During the height of the outbreak of fires that wreaked havoc in our local area back in August there were other unrelated emergency situations that arose in the District needing our immediate attention and expertise.

Here is one of our after-hours responders quickly arriving on the scene of a leaking meter in Rainbow Heights. Aided by a recently installed District First Responder scanner in his vehicle he was able to smoothly maneuver through I-15 Fire traffic and road closures to get to the scene in a timely manner and eradicate the situation.



If and when you need our assistance even after business hours, please don't hesitate to call our offices. Our answering service will connect you with one of our staff who will be pleased to help.

WATER RATE CHANGES COMING

Earlier this year, the San Diego County Water Authority voted to increase the wholesale cost of water to the region, including RMWD. Those rate increases are set to begin in January 2017. While the impact of the rate change varies by customer, the overall average increase for our water supply is approximately 6%. Unfortunately, these wholesale cost increases must be passed along to our ratepayers.

In addition, in the Fiscal Year 2016/2017 budget adopted earlier this year, the RMWD Board of Directors limited the increase of our local rates by the smallest amount - a CPI increase of 2.5%. Here at RMWD we are striving to hold down expenses as much as possible, but our costs for supplies, fuel, power, and labor increase over time and those costs end up in our rates.

Since about 85% of our cost structure is based on the wholesale cost of water, it is expected that the overall rate increase starting in January will be approximately 5%. The Board of Directors will be considering rates at the October and November Board meetings. We welcome your input and attendance at these meetings.