



Community Newsletter

## LOG INTO NEW SYSTEM NOW TO PAY YOUR BILL

Customers can now log into the new user-friendly bill pay system where they can access payment options, set up autopay and email or text reminders, and much more! Go to our website and **ENROLL TODAY** to create your profile or simply make a one-time payment.

If you were on automatic bill pay in the old system you will need to re-enroll by going to the new bill pay portal at [www.rainbowmwd.com/new-bill-pay-system](http://www.rainbowmwd.com/new-bill-pay-system).

PLEASE NOTE: Automatic payments will **not be deducted** until you **re-enroll** using the new link on our web site.

As you may be aware, over the course of the past few months, our Customer Service team has been working diligently on transitioning to the new and improved online payment process.

We're providing this new bill pay method at the request of customers like you and are confident you will be pleased with the new and improved system.



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Here are some things you should know to help you with the enrollment process.

- You must set up a new username and password when creating your new profile. **DO NOT** use these from the *old system*.
- Enter your **property address** NOT your mailing address if different. Your bill statements will continue to be delivered as customary.
- You will receive a verification email once enrollment is completed.
- You will also be able to opt-in to paperless billing and receive email or text notification when your bill is ready to view.
- If you have more than one account, once you have created a profile for one of them, you can link your other additional accounts to it and then view and pay your bills all at once.

Along with being able to make a payment online at any time, you can also call the number below to make a payment over the phone through an automated system.

We are here to assist you with any questions you may have so feel free to contact customer service at (760) 728-1178.

(760) 728-1178 | 3707 Old Highway 395, Fallbrook, CA 92028

[www.rainbowmwd.com](http://www.rainbowmwd.com)

# ENROLL IN THE NEW SPECIAL AGRICULTURAL RATE PROGRAM

The new Permanent Special Agricultural Water Rate (PSAWR) program set up and run by San Diego County Water Authority now requires enrollment in one of the four programs listed below.

Many of our customers currently classified under the Temporary Special Agricultural Rate (TSAWR) in our billing system have submitted their enrollment forms; however, some have not. Those customers who are part of the TSAWR rate discount program that haven't yet enrolled in the new program, need to take action as soon as possible to continue receiving this discount.

By June 30, 2021 all previous TSAWR customers receiving the PSAWR program rate must be in one of these four different eligibility programs:

1. San Diego Growers List - Pesticide Use
2. Active Certified Producers Certificate - County of San Diego
3. Organic Producers - United States Department of Agriculture
4. San Diego Regional Water Quality Control Board General Agricultural Order Enrollment Program

## **Two excellent resources:**

For Eligibility Programs 1, 2 and 3 listed above please contact the San Diego County Department of Agriculture Weights & Measures at 760-752-4700.

The San Diego Farm Bureau would be an excellent resource for information on Eligibility Program 4 and can be reached at 760-745-3023.



The District website is also a great resource for this program. Please visit us at [www.rainbowmwd.com/important-notice-for-agricultural-customers](http://www.rainbowmwd.com/important-notice-for-agricultural-customers) for more details.

Once Rainbow Municipal Water District receives the completed Enrollment Form, along with proof of membership in one of the four lists, eligibility can be confirmed.

Part of this process includes verifying the APN number for your property. This can be confirmed by submitting proof such as your property tax documentation referencing your APN.

Please make sure to include any supporting documentation with your Enrollment Form. Be aware, inclusion in one of the four lists does not automatically guarantee enrollment in the PSAWR program.

If you have questions regarding the new program, please feel free to contact us at (760) 728-1178 or by email at [billing@rainbowmwd.com](mailto:billing@rainbowmwd.com). We will be happy to guide you through the process.