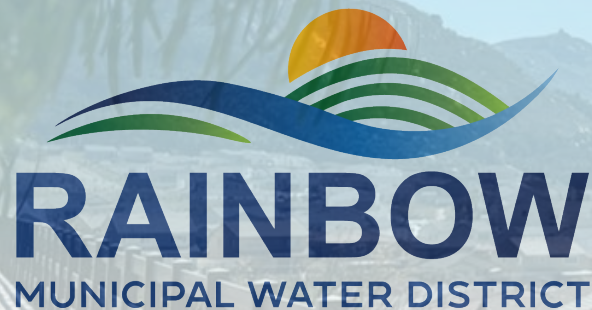


Communications & Customer Service

BOARD UPDATE

September 23, 2025

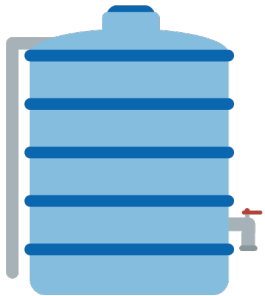


Water Use Efficiency Rebates & Programs



Turf Replacement

- Up to \$5/Sq Ft total **Residential Rebate** to replace lawn with native or drought resistant plants.
Tree Incentive Add on \$100/Tree. Maximum 5 trees
- Up to \$7/Sq Ft **Commercial Rebate** includes storm water retention feature, native plants and zero hardscape



Rain Capture Rebates

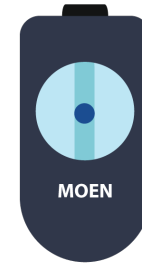
- \$5/Sq Ft for **Rain Gutters**, up to \$500
- \$1/Sq Ft for **Rain Containers**, up to \$3,000
- \$1/Sq Ft for **Garden Rain Capture Feature**, up to \$5,000



Enhanced Support

- Free expert support with turf replacement projects for all residents of unincorporated San Diego County.

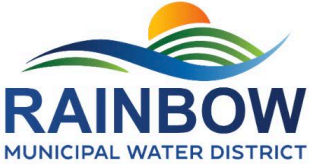
Smart Flow Monitor Solutions



Product	Flume	YoLink	Moen Flo*	Phyn Plus*
Retail Price	\$249	\$299	\$599	\$579
Current Rate	\$49			
New Rate	\$75 w/ \$25 RMWD Rebate	\$255 w/ 15% discount	\$499 w/ \$100 Met Rebate	\$479 w/ \$100 Met Rebate
Wi-Fi Hub		\$25		
Subsidized by RMWD	\$130/device	\$0	\$0	\$0

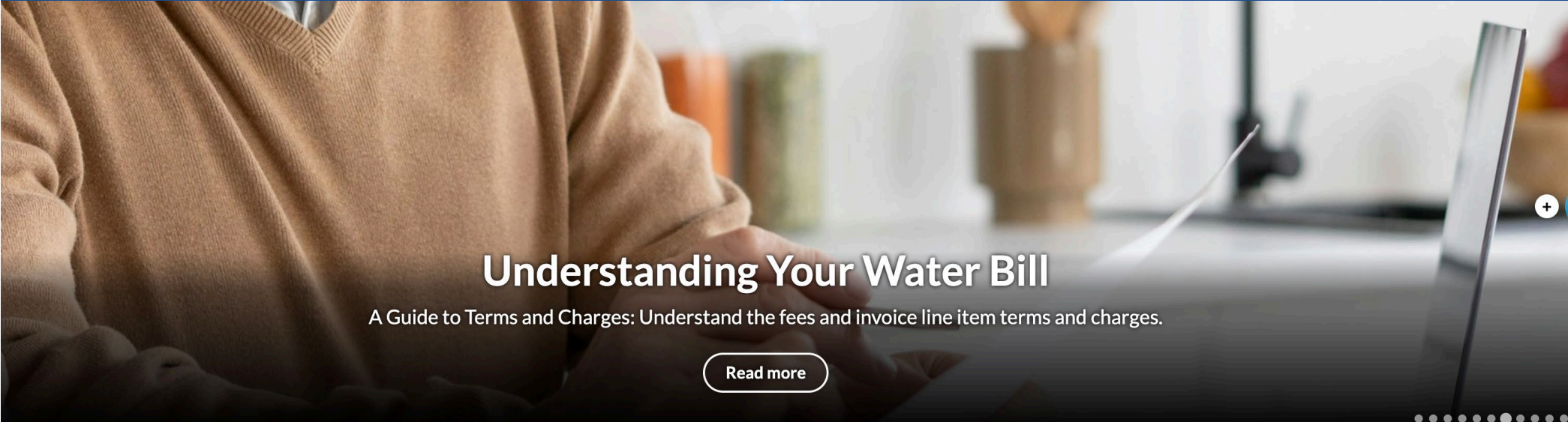
* Plumber installation required

Home Page: Navigation



[Home](#) | [Log In](#) | [Take Our Survey](#) | [Contact Us](#) | [Google Translate](#)

[Who We Are](#) ▾ [Pay My Bill](#) [Services & Rates](#) ▾ [Resources](#) ▾ [Water Quality](#) ▾ [Transparency](#) ▾ [Careers](#) [Contact Us](#) ▾



Understanding Your Water Bill

A Guide to Terms and Charges: Understand the fees and invoice line item terms and charges.

[Read more](#)

- [Account Log In](#)
- [Careers](#)
- [Contact Us](#)
- [FAQs](#)
- [Meetings](#)
- [Planned Maintenance](#)
- [Report Water Waste](#)
- [Start Service](#)

CONSUMER CONFIDENCE REPORT
2024 ANNUAL WATER QUALITY REPORT

CCR
2024 Annual Water Quality Report
[Read more →](#)

PREPARE YOUR HOME
FOR WILDFIRE EVENTS

Prepare Your Home for Wildfires
Helpful tips to prepare your home and animals for a wildfire event.
[Read more →](#)

DON'T RUSH TO FLUSH
TIPS TO KEEP YOUR WASTEWATER SYSTEM CLEAN

What Not To Flush
The pipes in your home connect directly to Rainbow Water's infrastructure and can cause backups due to clogs from foreign objects. Be part of the...
[Read more →](#)

LANDSCAPE WORKSHOPS
BUILD A SUSTAINABLE GARDEN

Landscape Workshops
Build a sustainable garden with native California plants and learn best practices for water use efficiency with informative workshops presented by...
[Read more →](#)

HOW TO VIDEO SERIES
HELPFUL TUTORIALS FOR OUR CUSTOMERS

How to Videos
Learn how to locate, turn off and check your meter for leaks.
[Read more →](#)

CUSTOMER SERVICE FAQ'S
FREQUENTLY ASKED QUESTIONS

Customer Service FAQs
Know when to call Rainbow Water District's Customer Service number
[Read more →](#)

Article Section

Board of Directors

Sep 23 2025	Board of Directors 1:00 p.m.	Oct 28 2025	Board of Directors 1:00 p.m.	Dec 9 2025	Board of Directors 1:00 p.m.
--------------------------	---------------------------------	--------------------------	---------------------------------	-------------------------	---------------------------------

[Most Recent Agenda](#) [View Board Meetings](#)

Meetings

Sep 16 2025	Communications and Customer Service Committee 1:00 p.m.	Oct 7 2025	Engineering and Operations Committee 1:00 p.m.	Oct 14 2025	Budget and Finance Committee 1:00 p.m.
--------------------------	---	-------------------------	--	--------------------------	--

[Most Recent Agenda](#)

Meetings

Footer

2025 Events

Annual North County Fire Protection District Open House

Sat, October 4, 9:00 a.m. – 1:00 p.m.

- Free community event, live demos for kids and up close visits with emergency vehicles
- Customers receive a bag with complimentary gifts

Fall Mobile Blood Drive with San Diego Blood Bank

Thurs, October 16, 9:00 a.m. – 2:30 p.m.

- Sign up for appt on the website
- All donors receive a free t-shirt



Newsletter Review

September 2025

- Water Supply Conditions
 - Optimized Water Blend for Ag Customers
- Landscape Upgrades Made Easier
 - Turf replacement and assistance
- Free Online Landscape Workshops
- Fall Events:
 - Annual North County Fire Open House
 - Fall Blood Drive with SD Blood Bank



Fall 2025 Landscape Workshops Classes from Metropolitan Water District

Build a sustainable garden with native California plants and learn best practices for



Water Supply Conditions Optimal Water Blend for Agriculture Customers

Rainbow Water's imported water from Lake Skinner is currently at 42 percent blend of State Water Project (SWP) water according to Metropolitan Water District of Southern California's (Metropolitan) Water Supply Conditions Report released on August 27. The water blend is reported below the average Total Dissolved Solids (TDS) level of 500 parts per million (ppm) and is projected to remain at the level for the duration of the calendar year. Rainbow Water's agriculture customers benefit from the water blend due to the low salinity and total dissolved solids from increased use of SWP water which can have a favorable effect on crop yield for avocado and citrus growers.

What is the Water Blend?

Metropolitan imports and blends water from two sources — the State Water Project in Northern California and the Colorado River Aqueduct. Metropolitan protects the water sources with an extensive process to monitor and prevent contaminants from entering the water supply; this includes environmental runoff, invasive species, and other chemicals. The water from the 242-mile Colorado River Aqueduct joins with the State Water Project's 700 miles of open canals and pipelines in Southern California to distribute through Metropolitan's 830 miles of pipeline to its water member agencies. The transportation of water through natural waterways and aqueducts across the state results in significant evaporation, ultimately elevating water hardness due to high levels of calcium and magnesium. The water from the Colorado River has a higher TDS and salinity concentration and may impact the taste or color of the water. When the two sources of water are blended there is a combination of organic materials, and the various total dissolved solid levels are optimized to create a balanced water supply.

How is the Water Treated?

Metropolitan passes the imported water through five water treatment plants in Southern California, with the closest plant to Rainbow Water located at the Robert A. Skinner Treatment Plant in Temecula. The Skinner Treatment Plant disinfects and blends up to 350 million of gallons of water daily with a five-step treatment process to destroy microorganisms and maintain high quality water levels. After the process is completed, the water is distributed through Aqueduct pipelines to be delivered to local water agencies and their customers.

What are Total Dissolved Solids?

The Total Dissolved Solids (TDS) is the concentration of organic or inorganic materials including minerals, salts, anions, cations, or metals dissolved that are not water molecules. These materials are absorbed into the water supply through runoff, pesticides and natural sources found in soil, rocks, lakes and rivers. The Environmental Protection Agency recommends a maximum TDS level of 500 parts ppm and current SWP blend is reported below the level which maximizes growth for agriculture production including avocados and other crops that may be sensitive to elevated TDS levels.

Landscape Upgrades Made Easier Stacked Turf Replacement and Personalized Assistance

Fall is the perfect time to plant California native shrubs, grasses, and flowers — and it's right around the corner. Start planning your landscape upgrade now to take advantage of the best planting season and this new rebate upgrade. The County of San Diego's Waterscape Rebate Program now offers an additional \$1 per square foot on top of existing turf replacement rebates when you choose California native plants. Native plants help conserve water, support pollinators, and enhance the beauty and functionality of your outdoor space while reducing maintenance needs.

Personalized Help to Replace Your Lawn

Did you know that 85% of people need expert help to replace their lawns? You are not alone. Get personalized help to plan a turf replacement project with the Waterscape Rebate Program. Access rebates up to \$5 per square foot with extra bonuses for native plants and rain-saving features to create a water-efficient yard. Rebates are available for homeowners and businesses in unincorporated San Diego.

The program is offered by the County of San Diego Watershed Protection Program (WPPP), which is dedicated to protecting our environment by preventing pollutants from entering local waterways.

Jump Start Your New Yard Today!
Apply online and estimate rebates at:
sandiegocounty.gov/watershedrebates
Contact the WPP for program questions and more information
Email: info@waterscaperebates.com
Call: (619) 777-9071



Do Your Part to Reduce Water Waste in Your Yard
Understand how to improve outdoor irrigation, replace turf with native plants and options to improve front yard landscaping. Watch the video: <https://tinyurl.com/43wv9x3v>



2025 North County Fire Open House

Celebrate Fire Prevention Month at North County Fire Protection District's Annual Open House. Fire and emergency staff will be available to answer questions about emergency evacuations and road closures. The event is free and kids of all ages will have the opportunity to view emergency vehicles up close and participate in fire and safety demonstrations. Join Rainbow Water and other community groups to learn about emergency preparedness and safety. More info at: ncreca.gov

Date: Saturday, October 4, 2025
Time: 9:00 a.m. - 1:00 p.m.
Location: Fire Station 1, 315 E. Ivy Street, Fallbrook, CA 92028
Free Gift: Visit the Rainbow Water booth to receive your complimentary reusable water bottle, mini first aid kit and travel dog bowl.



Fall Blood Drive Give Blood at Rainbow Water District

Be a hero for your local community by donating blood at Rainbow Water District's Fall Blood Drive in partnership with San Diego Blood Bank.

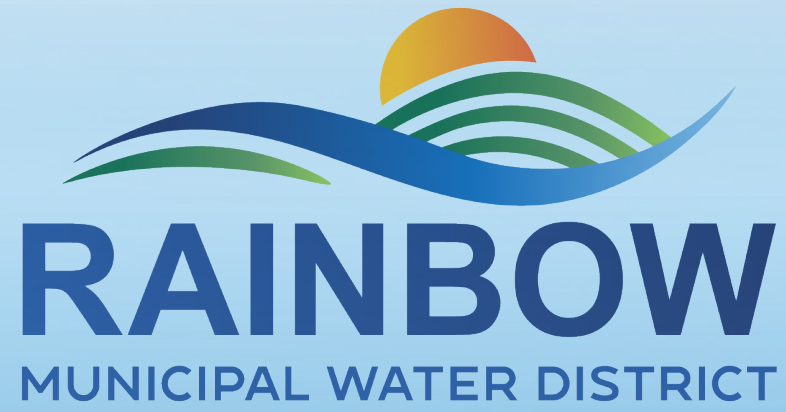
Your donation can make a difference and help replenish blood supply for local patients. Every gift of blood supports Southern California hospitals and brings hope to saves lives.

Date: Thursday, October 16, 2025
Time: 9:00 a.m. - 2:30 p.m.
Location: Rainbow Water District Parking Lot 3707 Old Highway 395, Fallbrook, CA 92028
Free Gift: All donors receive a Mickey Mouse Dracula Halloween t-shirt

Schedule Your Appointment Online:
Save time and make your blood donation appointment online. Walk-ins are always welcome at the blood drive.
rainbowmwd.ca.gov/blood-drive



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



Thank you