



BILL FORMAT CHANGES

Rainbow MWD is currently in the process of changing from our 1980's era utility billing system to a more modern system. As part of this process there will be some changes to the look of your monthly bill.

Last month we made the first change which was to drop the allocation tables for our non-TSAWR customers. As you may be aware, there are currently no allocations for the majority of our customers – only those on the Transitional Special Ag Water Rate (TSAWR) are subject to allocations. For many customers who are not subject to an allocation, having the allocation table on the bill was confusing. On the other hand, many customers used the allocation table to keep track of their month-to-month water consumption. Our new bill format will include graphs that will be specially designed for that purpose.

We will be finishing the transition over the next few months and are confident the new bill format will provide more information for all of our customers. Please bear with us as we go through this transition and feel free to let us know if there is information you would like to see on the bill.

CONSERVATION BULLETIN

National "Fix-A-Leak" week will be observed March 14 – 20 this year, when local water agencies partner with the Plumbing-Heating Cooling Contractors Association (PHCC) to assist San Diego region's residents and business owners in saving money and water, offering a 10 percent discount up to \$100 on all products and services related to fixing leaks. No application is required; just mention the San Diego County Water Authority when scheduling an appointment with one of the qualified contractors through PHCC.

You may think that household leaks are a minor issue however the average U.S. family loses over 10,000 gallons of water per year due to undetected leaks. This program sponsored by U.S. Environmental Protection Agency reminds us that water is a precious resource and we must do our part with conservation measures. We prompt you to check all your irrigation systems at least once a year and suggest to do so every spring which is fast approaching and when outdoor water use begins to increase. For more information about this program and other conservation resources go to www.sdcwa.org/save-water-during-fix-leak-week.

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FEATURED SPOTLIGHT

Getting Water Uphill

What does it take to get all that water up to the customers at the top of the hills? First, let's talk a little about our system. Rainbow MWD has 13 tanks and three covered reservoirs used to store water supplies to meet customer demands. Water is moved into these tanks from seven different pump stations and pressure is controlled through over 66 pressure regulating stations. The District has four System Operators on staff to maintain all of these facilities and each of the 13 tanks are visited for inspection by one of the four operators every day of the week. The expansive range of locations and rural terrain make the average driving distance to visit all of these sites 90-110 miles daily to assure they are operating effectively. In order to assure delivery of water to your homes there is a primary and a backup pump at each station plus backup power systems.

Water is delivered into the District at slightly under 1100 feet in elevation – that is, we can feed most of our tanks without pumping. However, about 15% of our customers live at elevations or locations that require the water to be pumped in order to provide service.

The Magee tank is our highest in elevation located at roughly 2200 feet and it takes two pump stations to get the water to this tank. From the main aqueduct system, the Rainbow Heights pump station pumps the water partway up the hill to the Magee pump station that in turn, lifts the water to the Magee zone residents. The engine power of these pumps ranges from 75 to 300 horsepower and due to the fact running these pumps utilizes a great deal of electricity, we generally run them at night to take advantage of off peak power costs. All told, the cost of pumping water is over \$600,000 per year.

So even though we have become accustomed to turning on our faucets and having water instantly appear, there is much more going on behind the scenes to make that possible. Our System Operations staff work hard every day to make sure the water is there when you need it.

SR 76 PHASE II CONSTRUCTION UPDATE

The sewer line upsized and relocation in conjunction with the SR76 widening and realigning is well underway. Although construction for this project is not expected to be completed until fall 2017, Caltrans has already installed more than 3,200 feet of sewer line out of the total footage of 10,000 feet which ends at Gird Road. When you drive along SR 76, you'll see our green sewer pipes stacked up along the new alignment. This is a picture of one of our 18 inch sewer pipes being set up with an excavator.

