

ENGINEERING FAQs

<p>NOTE: There are several Engineering forms available that customers can review and download which explain the requirements needed to process various inquiries & requests. Please click HERE to access them.</p>	
Q	<i>What kind of documentation do I need in order to get new water service?</i>
A	The Water Service Application (WSA) and Application for New Water Service (ANS) can be filled out and brought to the District Office along with proof of ownership (e.g., Property Tax Bill). Depending on your individual situation, there may be some other information you will need to provide as well.
Q	<i>Do you have a contractors list available I can get?</i>
A	Due to the legal liability, we do not supply a list; however, you can use a search engine on the Internet and type in “water and/or sewer contractors”. The contractor’s license can be verified by going to the Contractor’s State License Board at: www.cslb.ca.gov .
Q	<i>What kind of documentation do I need in order to downsize my meter?</i>
A	If you are considering downsizing, PLEASE READ the Eligibility requirements first. The Meter Downsize Request form can be filled out and brought to the District Office along with proof of ownership (e.g., Property Tax Bill). Depending on your individual situation, there may be some other information you will need to provide as well.
Q	<i>What kind of documentation do I need in order to get a remote meter?</i>
A	There are several scenarios that can be involved when considering getting a remote meter. You can review the Remote Meter Authorization and Remote Meter Application to get a better idea of the process and what is required.
Q	<i>I am interested in relocating my meter. How do I go about this and what is the cost?</i>
A	The first step is to gather the information related to the property (e.g., APN, Account Number and/or address, etc.) before you contact the Engineering Department for the details. The physical relocation of the meter lateral must be performed by an “A” licensed contractor. A District inspection deposit of \$1,100 will apply.
Q	<i>Where are the water and sewer lines near my property?</i>
A	Contact the Engineering Department at engineeradmin@rainbowmwd.com with details including APN, address, etc. and they will be able to pull up the District’s mapping system to research and assist you in a timely manner.
Q	<i>I would like to downsize my meter. What size would be sufficient for my property?</i>
A	Although, the District is prohibited from recommending a particular-sized meter, there are restrictions on the size allowed. For instance, if the property is more than half an acre, the minimum size would be 1”. For example, to downsize from a 1 ½” meter to 1”, the highest number of units per month need to be 80 or less consecutively, for 12 months.

Q	<i>What fees are involved in order to hook up water to my house?</i>
A	District fees are available on the website (Link). They include Capacity Fees and an Inspection Deposit. The “A” licensed contractor you hire can give you his fees for the installation, including a “hot tap”.
Q	<i>How much would it cost to change out my meter for a larger size?</i>
A	The Owner will be required to pay the difference between capacity fees for the larger meter and the smaller meter. There is a formula that is utilized to calculate the fees, and this can be done quickly by an Engineering Department staff member. Please send the following information via email to engineeradmin@rainbowmwd.com and a staff member will calculate the fee for you.
Q	<i>I'll be coming in with an Agency Clearance Letter. How much does it cost?</i>
A	There is no cost for reviewing an Agency Clearance Letter. However, the property needs to have water or fees paid for the water; the account needs to be current; and the name on the account & APN need to match with that shown on County Records before the letter will be signed.
Q	<i>I have a project in the District of Rainbow and the County gave me an Availability Letter that needs to be signed by you. How long does this take?</i>
A	A “Project Facility Availability” Letter originates from the County of San Diego and fees are collected up front, with costs varying, depending on the type of project. It is then reviewed by the Engineering Department and can take from one (1) to two (2) weeks.
Q	<i>I want to know where I can put my new meter I'm purchasing.</i>
A	The meter is tapped into the main water line close to the property. As far as the exact placement, the Engineering Inspector will meet with the owner’s contractor (“A” licensed) to determine the proper location.
Q	<i>Why hasn't anyone contacted me yet to (physically) downsize my meter.</i>
A	There have been numerous requests for downsizes throughout the District. Due to backlog in the Meters Department, the District has not yet completed the physical change-out of meters. You can contact the Meters Supervisor at ext. 155 for updated information.
Q	<i>I'm told that the only option I have is to extend the water main. How much would that cost?</i>
A	A civil engineer or an “A” licensed contractor you hire will be able to give you a cost estimate, broken down with specifics costs.
Q	<i>I'd like to install one meter for my 2 parcels. Is this allowed?</i>
A	Per the District’s Administrative Code (Link), a single meter may only serve one parcel.
Q	<i>I have an easement on my property. What are the limitations?</i>
A	Easements can all be different: you will need to read the exact language of your easement. Please contact the Engineering Project Manager at engineeradmin@rainbowmwd.com for any questions concerning your easement.
Q	<i>What happens to my capacity fees if I remove one of my meters?</i>
A	Once a meter is removed, there is no reimbursement for the capacity fees. Currently, there is language being reviewed for amending the District’s Administrative Code with regard to this issue. In essence, if the property owner wants to acquire water again for the property, there will be fees involved but no capacity charges.
Q	<i>Will sewer ever be available in my area (e.g., Rainbow Valley Blvd.)?</i>
A	The sewer lines are mostly in developed areas with no plans to install them elsewhere. Developers and customers can extend the existing sewer line at their cost with the necessary plan checks, inspection, and acceptance by the District.

Q	<i>Can you tell me the location of my pipe (lateral) to my house?</i>
A	The customer's private lateral (after the meter) is their responsibility and the District does not have/keep any records on the location or material of these laterals.
Q	<i>I was informed that I need to have a fire hydrant installed. What paperwork do I need and what is the cost?</i>
A	Ensure that you contact the correct Fire agency that has jurisdiction at your project location to determine the need for a new hydrant. Note that both Cal Fire and North County Fire District have overlapping jurisdiction in some areas of the District. The proper agency(ies) will inform you of their requirements. There is a required application from the Engineering Department, and a \$1,100 inspection fee. Construction cost estimates may be obtained from your contractor or engineer.
Q	<i>I need to get a fire flow test done. Can you do this for me?</i>
A	Yes.The District can perform this test on the fire hydrant and prepare a letter with the results once the fees are paid. This can take up to two (2) weeks, depending on the availability of District staff. Please call (760) 728-1178 ext. 152
Q	<i>If I downsize my meter, will the pressure be reduced?</i>
A	The pressure will not be reduced at the meter. However, the reduced flow through the meter may result in lower pressure at the point of use.