

Quick Tips for Calling Customer Service

Do you find yourself contemplating whether to call Rainbow's Customer Service number? Did a google search leave you with even more unanswered questions? Our Customer Service team is here to help with questions about your water service. Below are the top five most frequently asked questions for the customer service team.

Call to Pay a Bill over the Phone

We accept payment over the phone during business hours of 8:00 a.m. to 4:30 p.m. Payments in person and over the phone received by 3:30 p.m. will be applied for the same business day. Card, check, and cash payments are accepted in person during office hours.

Submit a Service Request

Is your water pressure inconsistent? Place a call to schedule service for a leak, low pressure/high pressure.

Explain Bill Charges

Service bills are sent after a month of service and amounts are determined by variable and fixed rates. The fixed rate is a shared cost for all ratepayers for the service to maintain over 320 miles of water main, seven pump stations, four reservoirs, and 13 storage tanks to deliver safe and reliable water to its customers. The variable rate is the amount of actual water consumed by the customer.

Information about Flume

Flume is a water efficiency incentive program that allows customers to access real-time water usage data with an intelligent water monitoring device. The device is available for District ratepayers with an instant \$150 rebate for a final cost of \$49.99 plus shipping. The device is only available for purchase online at: flumewater.com/rainbow

Start or cancel service

Did you move and need to connect service? Call the customer service number to schedule a start or stop of water service.

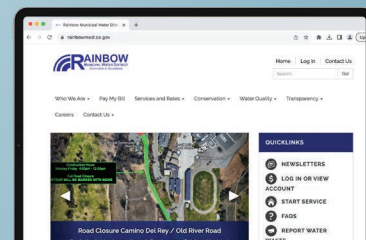
To read more about Customer Service tips and FAQ's visit: rainbowmwd.ca.gov
Contact Customer Service at: (760) 728-1178



New Website Address

Have you visited the District website recently? We made a change to the website address and added a new ca.gov domain name. The Board approved the change to a secure government website address with no added cost. The domain is only available to public agencies with application and approval from California Department of Technology. The benefits of the domain include enhanced security from a trusted domain with increased credibility. The district also began to transition all email addresses to ca.gov to improve email deliverability.

The information is the same, the website has stayed the same, and the old website address will be redirected to the new website address. You can now find us online at: rainbowmwd.ca.gov



The End of an Era

Rainbow Career Highlight: Tom Kennedy, General Manager of Rainbow Municipal Water District, retires on October 4.

After nine exciting years with Rainbow Municipal Water District, Tom Kennedy will hang his hat up and retire as General Manager. Mr. Kennedy came to Rainbow from a neighboring water district in August 2014, with the goal to make the District a better place for its ratepayers and employees. He has turned the District into a highly regarded public agency and assembled a well-respected team of managers and employees dedicated to serving the ratepayers by focusing on teamwork, responsibility, innovation, integrity, and professionalism. Mr. Kennedy has pioneered new procedures to streamline processes, and integrated technology to ensure the District is at the forefront of water industry standards.

Mr. Kennedy is an important community member, having served in various local organizations, including as President of the Bonsall Rotary Club and two terms as President of the San Diego Chapter of the California Special District Association. He is the person you want to sit next to at a meeting or partner with on a committee, due in large part to his witty sense of humor and astute knowledge that drives him to create meaningful solutions. Among his most poignant career milestones is the LAFCO victory in 2015 that prevented a forced consolidation with a neighboring agency, and the three-year process of the District's application to change its water wholesaler. In addition, the District was recognized as a San Diego Union-Tribune Top Workplace for the first time in 2021 and again in 2022.

"The Board's partnership with Tom is one of mutual admiration and respect," said Hayden Hamilton, RMWD Board President. "In addition to substantial operational and management improvements, detachment is a large component of Tom's legacy to better serve our ratepayers, and the benefits will be tremendous for our community for years to come."

Mr. Kennedy has dedicated his career to water and wastewater management with over thirty years in the private and public sectors. Before joining the District, he held leadership roles as Vice President, Business

Solutions at Nobel Systems Inc., Water Engineer at the City of Vernon, and Operations Manager at Olivenhain MWD.

A Southern California native, he earned a Bachelor of Science in Aerospace Engineering from San Diego State University and holds a Master's in Public Administration from California State University, Fullerton.

In recent months, he has been featured in numerous news interviews and chaired Bonsall Rotary Club events. He has made a profound impact by adopting innovative solutions to modernize the District's infrastructure and advocated for better public policy as a member of the San Diego Local Agency Formation Commission's Special District Advisory Committee since 2015.

"There are many exciting projects ahead at Rainbow," said Mr. Kennedy. "I am proud of the work we have done to expand our services, cultivate a team of dedicated employees and bring awareness to water conservation. It has been an honor to serve this unique community."

Mr. Kennedy will retire from public service and begin his next adventure in the private sector as a water consultant. He plans to take time off and enjoy an extended vacation with his wife.

We thank Tom Kennedy for his tireless effort to make the District a better place than when he first arrived and for leading us into the next chapter.

The RMWD Board named Jake Wiley as the new general manager. Mr. Wiley is a seven year Bonsall resident and a RMWD ratepayer. He will begin serving as the District's General Manager on September 25, and will work alongside Mr. Kennedy as the District transitions to new leadership in October.



Customer Service Survey

Please give us feedback on your customer service experience by taking the survey online or in person at the District office. The information gathered from the customer service survey will help shape the future of the District. Scan the QR code with your phone to take the survey.



Scan to Take
the Survey