

MORRO RESERVOIR COVER CLEANING

In our November 2020 newsletter we featured our collaboration with the manufacturer of the District's floating covers on certain reservoirs to provide training on properly inflating, cleaning, and inspecting these assets.

Staff completed the training and are now qualified to perform this function, which significantly lowers costs on our reservoir cleaning and inspection program.

During the month of January District staff began to draw down the water in our Morro Reservoir, the largest active storage facility of water in the District with a capacity of 150 million gallons. The Morro Reservoir is over 50 feet deep when full and covers several acres.



Pictured Lower Left:

Panned View of Reservoir Cover and Highlighted Staff On Top of Reservoir Cover



Immediate Left: Staff Washing and Inspecting Interior Reservoir Cover



Once the reservoir was drained, staff made entry and began to wash down the inside of the reservoir. In order to avoid excessive heat that can build up under the inflated cover, our crews started at 3 AM each day in order to complete the work.

Since this is a very large reservoir, the cleaning took two weeks to complete. This work included a team of 6-8 staff with two hose teams. A thorough inspection of the interior of the reservoir to include appurtenances like valves, pipes, and the floor lining was also completed. The final task was a thorough disinfection of the reservoir cover and liner.

When you open your tap and water just comes out, remember that behind that supply of water are people who take extra efforts to ensure your water supply is safe and reliable.



NEW BILL PAY SYSTEM REMINDER

As you may be aware, we recently transitioned to a new and improved online payment process. We encourage our customer that have not yet enrolled in our new bill pay system to do so by going to our website at www.rainbowmwd.com and click on **Pay Your Bill** to enroll today. It is important to note that you must use a new username and password when creating your new profile.

As a final security measure, once you have set up your profile you will receive an email for verification. You **MUST** acknowledge this email to complete the enrollment process. Once enrollment has been verified, you will also have an option to set up autopay for your account. The autopay process makes paying your water bill effortless.

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.



SPECIAL AGRICULTURAL WATER RATE PROGRAM

Many of our agriculture customers have submitted their Permanent Special Agricultural Water Rate (PSAWR) enrollment forms and are currently taking advantage of the special agricultural water rate program offered by the San Diego County Water Authority.

For those customers who haven't yet, we encourage you to act as soon as possible. To find out more about this agricultural water user program please go to our home page at www.rainbowmwd.com.

Please keep in mind, by June 30, 2021 all customers receiving the PSAWR program rate must be in one of these four eligibility programs:

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

To get more details on the new program and determine if you may qualify or have any additional questions please contact us. We are happy to assist you with the process.