



AGENDA

Communications and Customer Service Committee Meeting

Board Room
3707 Old Highway 395
Fallbrook, CA 92028

Tuesday, October 15, 2024
1:00 PM

1. **CALL TO ORDER**
2. **PLEDGE OF ALLEGIANCE**
3. **ROLL CALL:** Bill Shute (Chair), *Bill Stewart (Vice Chair), Hayden Hamilton, James Kozak, Alternate Harp, Alternate Cruz (*Pursuant to Government Code Section 54953, Member Stewart will be participating remotely from 75 W. Thousand Oaks Blvd., Thousand Oaks, CA, 91360, which will be accessible to the public. All votes will be taken by verbal roll call.)
4. **SEATING OF ALTERNATES**
5. **ADDITIONS/DELETIONS/AMENDMENTS TO THE AGENDA**
6. **APPROVAL OF THE AGENDA**
7. **PUBLIC COMMENT**

Any person may address the Committee at this time upon any subject not identified on this Agenda, but within the jurisdiction of Rainbow Municipal Water District; however, any matter that requires action will be referred to staff for a report and action at a subsequent meeting. As to matters on the Agenda, an opportunity will be given to address the Committee when the matter is considered.

Members of the public may make comments in person by submitting a Speaker Slip to the Board Secretary, virtually through virtual or teleconference options, or by submitting an email to tquintanar@rainbowmwd.ca.gov no less than one hour prior to the posted start time of the meeting. Comments shall be made in an orderly manner, and profanity, slander, or abusive language which is disruptive to the meeting will not be tolerated. Individuals have a limit of three (3) minutes to make comments and will have the opportunity when called upon by the presiding officer.
8. **APPROVAL OF MINUTES**
 - A. August 20, 2024
9. **COMMENTS & REQUESTS**
 - A. General Manager's Comments
 - B. Committee Member's Comments

10. CROPSWAP PROGRAM UPDATE
11. MONTHLY CALL ANALYTICS
12. COMMUNITY EVENTS UPDATE
13. NEWSLETTER CONTENT PLANNING
14. PUBLIC COMMUNICATIONS AND RELATED MEDIA STORIES
15. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT MEETING
16. ADJOURNMENT - To Tuesday, November 19, 2024, at 1:00 p.m.

ATTEST TO POSTING:

/s/Terese Quintanar
 Terese Quintanar
 Secretary of the Board

10/10/2024 7:26 AM
 Date and Time of Posting
 Outside Display Cases

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*Those who have joined by dialing a number on their telephone, can dial *9 to alert us of a request to speak, and *6 to unmute, once called upon by the presiding officer.*

In accordance with the requirements of California Government Code Section 54954.2, this agenda has been posted at the District's Administrative offices not less than 72 hours prior to the meeting date and time above. All public records relating to each agenda item, including any public records distributed less than 72 hours prior to the meeting to all, or a majority of all, of the members of District's Board, are available for public inspection in the office of the District Secretary, 3707 Old Highway 395, Fallbrook, CA 92028

If you have special needs because of a disability which makes it difficult for you to participate in the meeting or you require assistance or auxiliary aids to participate in the meeting, please contact the District Secretary, (760) 728-1178, by at least noon on the Friday preceding the meeting. The District will attempt to make arrangements to accommodate your disability.

**MINUTES OF THE COMMUNICATIONS AND CUSTOMER SERVICE
COMMITTEE MEETING
OF THE RAINBOW MUNICIPAL WATER DISTRICT
AUGUST 20, 2024**

1. **CALL TO ORDER** – The Communications and Customer Service Committee Meeting of the Rainbow Municipal Water District on August 20, 2024 was called to order by Chairman Shute at 1:00 p.m. in the Board Room of the District, 3707 Old Highway 395, Fallbrook, CA 92028. Chairman Shute presiding.

2. **PLEDGE OF ALLEGIANCE**

3. **ROLL CALL:** Member Shute, Member Stewart arrived at 1:02, Member Hamilton, Member Kozak

Also Present: General Manager Wiley, Information Technology Manager Khattab, Administrative Analyst Weber, Chief Financial Officer Aragon, Operations Manager Gutierrez, Alternate Harp, Alternate Cruz, District Secretary Quintanar

Also Present Via Teleconference or Video Conference: Construction and Meters Supervisor Lagunas, Engineering and CIP Manager Williams and Administrative Assistant Montano

No members of the public were present in person, via teleconference or video conference.

4. **SEATING OF ALTERNATES**

No alternates were seated.

5. **ADDITIONS/DELETIONS/AMENDMENTS TO THE AGENDA**

There were no changes requested.

6. **APPROVAL OF THE AGENDA**

Motion:

To approve the Agenda as presented.

Action: Approve, Moved by Member Hamilton, Seconded by Member Kozak

Vote: Motion carried by unanimous vote (summary: Ayes = 4)

Ayes: Member Hamilton, Member Stewart, Member Shute, Member Kozak

7. **PUBLIC COMMENT**

There were no members of the public present.

8. **APPROVAL OF MINUTES**

A. July 16, 2024

Motion:

To approve the minutes as presented.

Action: Approve, Moved by Member Hamilton, Seconded by Member Stewart

Vote: Motion carried by unanimous vote (summary: Ayes = 4)

Ayes: Member Hamilton, Member Stewart, Member Shute, Member Kozak

9. COMMENTS & REQUESTS

- A. General Manager’s Comments
- B. Committee Member’s Comments

Mr. Wiley reported that the Thoroughbred Lift Station Ribbon Cutting event is planned for 9:00 a.m. on Sept. 4, 2024. Notice of acceptance of for the lift station will be presented to the Board for consideration this month. The tour to Padre Dam’s Advanced Water Purification Facility is scheduled for September 5, 2024.

Mr. Wiley also provided information about the recent leak on Gopher Canyon, in front of the Havens Development. The pipe was found to be vulnerable to leaks, due to age and corrosion. Due to substantial paving costs associated, staff is proposing the replacement of approximately 350 feet of pipe, prior to the paving work. The Committee briefly discussed outreach to the area residents to inform them about the pipeline replacement work.

The acquisition, operations plan and agreements in relation to the pending detachment from the SDCWA will be complete very soon. A lot of coordination with SDG&E, Eastern Municipal Water District, and LAFCO has been done, and well in advance of the anticipated completion date of the lift stations.

Member Kozak suggested making a summary or fact sheet for the Thoroughbred Lift Station Ribbon Cutting event available, to relay the community benefit of the facility. Explanation of the funding for the facility may also be of interest to ratepayers. A press release will be prepared as well.

10. CROPSWAP PROGRAM UPDATE

Ms. Weber reported that applications continue to be submitted, with four more received in July. Pursuant to the guidelines for use of the grant funds, customers cannot be reimbursed for crop conversions completed prior to and outside of the program application submittal. There are 54 submissions, 33 projects approved, 13 are in the pre-inspection phase, and six are new, for a total of \$409,000 in approved grant funding. She provided a breakdown of applications by project type, and that several growers have submitted for funding through multiple programs. Member Kozak complimented the project as a great way to stay connected with growers in the area.

11. CUSTOMER SERVICE CALL METRICS

Mr. Cruz reported on average Customer Service hold times, which have been consistent this year. Average length of calls has increased, as staff is taking more time with each caller. Most calls are in response to newsletters, updating contact information, detachment inquiries, and billing inquiries. Staff is gathering data on reasons for customer calls and will present that to the Committee in October. Chairman Shute asked how many customers utilize the call-back option, and staff will provide that information. Answering Member Kozak, many of the improvements in service levels over the past few years are associated with being fully staffed and being staffed with well-trained representatives. Mr. Khattab added that the phone system was upgraded in 2019, and since then, improvements have been made to improve functionality and customer convenience. We do not currently have the chat-assist capability, however, Mr. Cruz shared that his understanding is that customers appreciate speaking to a representative directly.

12. COMMUNITY EVENTS UPDATE

The Thoroughbred Lift Station will be held on September 4th, at 9:00 a.m. Neighboring agencies, local representatives and media, RMWD staff, and Board and Committee Members will attend.

The Padre Dam Municipal Water District's East County Advanced Water Purification Project will be visited on September 5, 2024.

The North County Fire Open House is planned for October. Staff plans to share information about the Heli-Hydrant and the Committee suggested also sharing information on the detachment and CropSWAP.

13. NEWSLETTER CONTENT PLANNING

Two newsletters were sent out in August, and included information on the pipeline relining project, being prepared for an emergency, announcement of 2024 Poster Contest winners, and information about the Water Efficiency Workshop being offered free of charge by MWD.

September's newsletter will touch on National Preparedness Month, construction updates, the Fire Station Open House. October's newsletter will touch on National Farmers' Day, Fall Planting, and a Water Footprint Calculator tool.

Member Kozak commented on current social media articles about food contaminants and the resulting trend of interest in growing your own food. He suggested inclusion of tips for growing native vegetables. Ms. Harp mentioned it would be a good thing to mention in April, National Gardening Month.

14. PUBLIC COMMUNICATIONS AND RELATED MEDIA STORIES

Ms. Weber shared several articles included in Village News.

15. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT MEETING

The next meeting agenda will include Customer Service call metrics and call reasons, an update on CropSWAP, and information on future-planned events.

16. ADJOURNMENT - To Tuesday, October 15, 2024, at 1:00 p.m.

The meeting was adjourned by Chairman Shute at 1:57 p.m.

Bill Shute, Committee Chairperson

Terese Quintanar, District Secretary



Rainbow Accepts Lift Station Project, Pump Station Generators into System

Joe Naiman, Village News Reporter
September 12, 2024

A pair of Aug. 27 Rainbow Municipal Water District board actions approved notices of completion for two projects and accepted those facilities into the district infrastructure system.

One action accepted the notice of completion of the replacement for Lift Station No. 1 while accepting the facility into the Rainbow system. The other action approved the notice of completion and acceptance of emergency generators for the Huntley-Gomez and Magee pump stations. Both board votes were 4-0 with Cari Dale absent.

The new lift station is off of Thoroughbred Lane. The project also included pipeline modifications, an equalization basin, a force main from the Thoroughbred Lift Station to Old River Road, an upsized sewer line alongside State Route 76, and a gravity main from the Thoroughbred Lift Station to Old River Road.

An October 2021 Rainbow board action awarded James W. Fowler Company the construction contract. Rainbow approved 11 change orders to the contract with James W. Fowler Company and 12 change orders for management, monitoring, and supplies.

The notice of completion includes a one-year warranty under which James W. Fowler Company will be responsible for maintenance. The change orders with James W. Fowler Company increased the construction amount from \$15,181,157 to \$16,202,305.30, and the latter figure will be added to the district's valuation.

James W. Fowler Company also installed the emergency generators which were funded by a \$300,000 state Office of Emergency Services grant. A 350 kilowatt emergency generator was installed at the Huntley-Gomez Pump Station site and a 200 kilowatt generator was installed on the Magee Pump Station premises.

The project also included conversion of manual transfer switches to automatic transfer switches and power and control wiring of the generators to the pump stations. James W. Fowler Company was paid \$339,182.26, and that valuation will also be added to the district's assets. The generators also have a one-year warranty.



Rainbow Water Approves Gopher Canyon Road Emergency Waterline and Paving Repairs

Joe Naiman, Village News Reporter
September 12, 2024

Rainbow Municipal Water District staff performed emergency repairs July 26 after a water main broke at the intersection of Gopher Canyon Road and Rue Margaux. The leak indicated pipeline vulnerability elsewhere, and on August 27 the Rainbow board approved emergency waterline and paving repairs.

The board's 4-0 vote, with Cari Dale absent, added the Gopher Canyon Mainline Repair project to the 2024-25 capital budget. The \$600,000 budget covers \$465,000 for paving, \$50,000 for materials, \$31,000 for labor including benefit considerations, \$8,000 for heavy equipment rental, and a \$46,000 contingency.

During the morning of July 26, a Rainbow staff member observed the water main break near the entrance to the Havens development which is being constructed in phases. Water was flowing down Gopher Canyon Road's westbound lanes. Rainbow staff determined that shutdown for repair and typical isolation of the main would have rendered Cal-a-Vie Spa without water.

"We were able to move water through the development," said Rainbow operations manager Robert Gutierrez.

The flow was redirected through the Havens land, allowing Cal-a-Vie Spa and all other nearby customers to have water while the line was being repaired. Traffic control was implemented to direct traffic away from the affected area while keeping the Havens entrance open to vehicular traffic.

Rainbow staff excavated the area to expose the eight-inch cement mortar lined and coated (CMLC) steel waterline. The break was caused by the corrosion of the metal portion of the CMLC pipe.

When district staff exposed additional pipe, it was determined that using a butt strap for the repair would not be feasible because of the pipe's deteriorated condition. A new short section of replacement pipe was installed utilizing weld-on flanges to complete the repair.

After re-pressurizing the water line, the crews observed water seepage from an adjacent pipe section just east of the repair. "We know the pipe's not in good shape because it has already broken once," Gutierrez said.

Small seepages happen occasionally and can stop over time, but they indicate likely additional issues in that portion of pipeline. Typically, the four factors of age, pressure, break history, and whether cathodic protection is installed determine when a pipeline needs to be replaced.

The pipe was constructed in 1976, the segment pressure is 270 pounds per square inch, and there is no known passive or active cathodic protection on the pipe other than the sacrificial anode installed when the latest repair was made.

In the past five years, numerous main breaks have occurred to the east and west of where the waterline broke July 26, and those breaks caused multiple disruptions to Rainbow customers.

In 2018, Rainbow's Water Pipeline Condition Assessment Technical Memorandum identified the highest priorities for replacement. The portion of the Gopher Canyon Pipeline in the Cal-a-Vie area was not included in the Pipeline Upgrade Projects.

Due to the high pressure, lack of cathodic protection, and age and condition of the pipe, after the pipeline break, Rainbow staff recommended immediate replacement of approximately 300 feet of eight-inch CMLC steel water main.

"We'll better our chances that we don't have to come back and replace the asphalt again," Gutierrez said.

The water main break caused severe damage to the newly installed public portion of the Havens pavement. The estimated cost to repave that roadway is up to \$465,000. Rainbow would repave any other roadway damaged by subsequent repairs or maintenance work.

The eight-inch water main will be replaced by a 12-inch CMLC steel water main. Pipeline surrounding that section is 12 inches in diameter, so the eight-inch section created a bottleneck. The 12-inch diameter of the new pipeline will allow capacity to be restored in the section of the distribution system which is downstream of the new Dentro de Lomas pump station and provides water into the Gopher Canyon Pressure Zone.

Rainbow construction personnel will complete all pipeline work in-house including pipe installation and backfill, pressure testing, water quality testing, traffic control, and final tie-ins. The pipeline work is estimated to take four weeks. After the pipeline work is complete the paving work will be competitively bid and a Class "A" contractor will undertake that work.

Because the work repairs existing facilities, it is exempt from California Environmental Quality Act review. The County of San Diego will process all necessary permits. Rainbow does not expect to need traffic control along Gopher Canyon Road during the construction, and water services will not be affected by the extended waterline shutdown required for the repair work other than for limited durations during the final connections.

Rainbow's 2024-25 budget is based on the detachment from the San Diego County Water Authority and annexation to the Eastern Municipal Water District being effective Jan. 1. Completion of the pump station which will allow Rainbow to take delivery of all water from north of the San Diego Aqueduct boundary between the CWA and MWD is expected in October.

If the detachment is effective before Jan. 1, the lower cost of wholesale water may be able to fund the Gopher Canyon Road repair project. If water sales exceed 10,000 acre-feet, that additional revenue might also be able to fund the repairs.

Rainbow may also use reserves. A 5-0 Rainbow board vote April 23 approved a \$10,000,000 loan from U.S. Bank for capital projects, and the Gopher Canyon capital project is eligible for reimbursement from that loan.



Rainbow Water Switches to In-House Tank Maintenance

Joe Naiman, Village News Reporter
September 12, 2024

The Rainbow Municipal Water District has used a contractor for maintenance of Rainbow's steel tanks since 2003, but Rainbow will likely be performing future work in-house.

Rainbow's board voted 4-0 Aug. 27, with Cari Dale absent, to terminate the contract with USG Water Solutions. Before Rainbow actually initiates the in-house work, Rainbow General Manager Jake Wiley will renegotiate a potential contract with USG or another qualified firm. If a draft agreement is reached, the contract will be brought back to the board for consideration.

In December 2003, the Rainbow board approved an agreement for annual tank maintenance and inspection with Utility Services Company, Inc. The annual work included maintaining interior and exterior tank coatings for corrosion prevention and alternating visual inspections and washouts for Rainbow's 12 welded steel tanks.

A 2010 addendum to the agreement extended the expiration date to June 30, 2016. The agreement was subsequently renewed on a yearly basis for maintenance, rehabilitation, and inspection services.

In 2015, Rainbow and Utility Services Company entered into a 10-year annual maintenance and inspection agreement for the 6 million gallon pre-stressed concrete Pala Mesa tank, which was not included in the original 2003 agreement.

Utility Services Company was a division of Suez Water Technologies and Solutions in October 2018 when Rainbow approved a contract to install staircases in its steel water tanks and railing systems on the top of those tanks. A change order to that contract approved in August 2020 addressed additional tank fall protection improvements at the reservoirs. A 2023 acquisition turned Utility Services Company into USG Water Solutions.

Rainbow staff recently conducted a qualitative and quantitative review of the outsourced tank maintenance program. The exteriors of the tanks have been maintained in good condition throughout the course of the contract, and the schedule for rehabilitation in the original contract which calls for exterior re-coating every eight to nine years has been generally adhered to either through exterior touch-ups or full re-coating.

The visual inspections of the tanks have been frequent and generally adequate although Rainbow operations staff identified certain omissions of maintenance issues in the inspection reports USG provided to the district. The wash-downs have been adequate but less regular than the visual inspections, and the scheduling appears to be sporadic.

The interior re-coatings have been deferred much longer than anticipated in the original contract agreement, particularly for the larger steel tanks (4.0 million gallons and larger) which comprise the most significant cost associated with tank maintenance.

The contract estimated an interior coating lifecycle of 10 to 11 years, but the actual interior recoating schedule is averaging 16.6 years between coatings. Deferring interior coatings has the potential for high long-term costs due to the potential for corrosion of the tank structure which would require repairs and could reduce the overall service life of the tank.

Cost comparisons were developed for the options of extending the tank maintenance contract or canceling the contract and taking over the work in-house. Including an annual 5% cost escalation, the estimated cost over a 15-year period would be \$16,040,000 with the contract and \$12,540,000 for district staff work along with some outside services, so canceling the contract would save approximately \$3,500,000.

Rainbow engineering staff would lead the planning, scheduling, and oversight of major rehabilitation efforts utilizing a specialty coatings contractor after the competitive bid process for interior or exterior re-coating work as needed. District operations staff would assume the washdown responsibilities required for each tank every three to four years.

The cancellation is effective 90 days after the notice of cancellation is delivered.



Rainbow Water to Use Peak Month for Meter Reduction Decisions

Joe Naiman, Village News Reporter
September 12, 2024

A Rainbow Municipal Water District customer may request a reduction in the property's meter size. The decision whether or not to grant that reduction had been based on whether capacity for a smaller meter would be exceeded over a 12-month average, but the Aug. 27 Rainbow board meeting changed the district's Administrative Code to require that usage during all 12 months not exceed capacity limitations.

The change passed on a 3-0-1 board vote. Hayden Hamilton, Julie Johnson, and Michael Mack supported the motion. Patti Townsend-Smith abstained. Cari Dale was not at the Aug. 27 meeting.

Rainbow has monthly fixed charges which are based on meter size (capacity fees for new development are also based on meter size), so a downsized meter reduces a customer's monthly payment. Conservation and a decline in agricultural activity have led to frequent requests to downsize meters.

Premature meter failures have increased, and most of those are attributed to undersized meters being exposed to high instantaneous water use which exceeds the defined capacity but not necessarily the 12-month average threshold.

The revised Rainbow policy also provides guidelines to reverse a meter downsize should water use increase. If the meter capacity is exceeded in a month one warning is issued, and if usage exceeds capacity for a second time over a 24-month period the smaller meter will be replaced with one of appropriate capacity.

The property owner will be responsible for payment of the expense to reverse a meter downsize. The Aug. 27 board action also clarified that the property owner is responsible for all expenses to downsize the meter.

The changes also addressed removing the lateral from the main if water service is discontinued, which will provide for consistency in the case of meter abandonments. If the connection is maintained, water leaks create both water loss and the need for future repairs whose costs are borne by all Rainbow customers.

Rainbow Water Holds Ribbon-Cutting to Celebrate Completion of Sewer and Lift Station Project

Joe Naiman, Village News Reporter
September 12, 2024

BONSALL – Rainbow Water celebrated its recently completed Thoroughbred Lift Station with a ribbon-cutting ceremony on Wednesday, Sept. 4, in Bonsall. The capital improvement project is Rainbow Water’s eighth lift station and will provide greater emergency resiliency and operational flexibility, as well as capacity in the wastewater collection system.

The new facility is located at Thoroughbred Lane and SR76, and has pipelines along SR76, Camino Del Rey, and Old River Road. The lift station will collect an average of 600,000 gallons of sewer flows per day and is equipped with 350,000 gallons of emergency storage to help with emergency response and major system maintenance.

“As a public agency, it is our duty to provide water and wastewater service to the community, and failure is not an option for us,” said Rainbow Water General Manager Jake Wiley. “We must plan and adapt to changes to keep our water and wastewater systems flowing efficiently without interrupted service. Projects like Thoroughbred Lift Station are vital to meet the needs of our growing community.”

Construction commenced in Spring 2022 and was completed in July 2024 through a shared cost partly funded through developer capacity fees that support the District’s infrastructure. The multi-year effort and construction process to bring a significant asset to the community, received \$10.5M in Sewer Capacity fees from the Citro development. The project’s total cost was \$21,033,360, including design, construction, support services, legal, and staff costs.



Malik Tamimi, Rainbow Water Senior CIP Project Manager, cuts the ribbon to open Thoroughbred Lift Station in Bonsall.

The large capital project was a cooperative effort with local state and federal offices, community partners, and project partners. Those in attendance at the event included the Bonsall Chamber of Commerce, Bonsall Unified School District, representatives from San Diego County District 5 Supervisor Jim Desmond, and project partners from JW Fowler, Freedom Automation, Helix Environmental Planning, Kennedy Jenks, Primus Liner, Southern Electric, and Valley Construction Management.

“We appreciate the support from Congressman Issa’s office and Jim Desmond’s office, as well as community partners Bonsall Unified School District, North County Fire, Bonsall Chamber, and local businesses who were impacted by the construction of the project,” said Wiley.

The project replaced aged and undersized sewer lines alongside and across the San Luis Rey River, and expanded a critical wastewater lift station reaching the end of its useful life. The new sewer lift station and pipeline improvements will facilitate wastewater collection service that benefits all areas served by Rainbow along the SR76 corridor as well as future developments.



Community partners attend the ribbon cutting, from left, Hunter McDonald, Land Use Policy Advisor for Supervisor Jim Desmond; Rainbow Water General Manager Jake Wiley, and Dr. Heather Golly, Bonsall Unified School District Superintendent.