

CUSTOMER NEWSLETTER – JUNE 2024

*Our annual water quality report is available on our website.
See the link in the “Water Quality” section.*



75 YEARS OF SERVICE

On August 22 Rainbow Water District will celebrate the 75th anniversary of our founding. We have some fun events planned for this special day, and this newsletter shares information about three contests for our customers, both young and old.

SPECIAL CONTESTS!

The following contests are open to Rainbow (and our contract district!) customers and their immediate family members. We have opportunities to earn prizes for adults and children. Stop by our office or visit www.rwdonline.net/75th-anniversary-contests for contest rules and to download the entry forms and the Eye Spy coloring pages.

KIDS 8 & UNDER

Find all seven items on the “Eye Spy” coloring page. Color the page as you like, but you must find and circle all of the water-related items. **Cash pool = \$75.** Fifteen winners will be selected by a random drawing to each earn a \$5 prize.

ART OR PHOTOGRAPHY (for Kids 9 to 109)

Older children and youth are invited to take a photograph or create an art piece or picture that recognizes the value of water and what water means to you. Three winners will be selected by our judges to earn cash prizes! **Cash pool = \$750.** 1st Place = \$400, 2nd Place = \$250, 3rd Place = \$100.

ESSAY CONTEST (for Kids 9 to 109)

Water is essential to life and one of our most precious resources. Write an essay of 300-500 words (about 1-3 pages) that answers the following questions: How do you get water to your home? Where does Rainbow get our water from? How can you help protect and conserve our water resource? Three winners will be selected by a team of judges and earn prizes! (Age will be taken into consideration.) **Cash pool = \$750.** 1st Place = \$400, 2nd Place = \$250, 3rd Place = \$100.

CONTEST ENTRIES

All submissions must be received at the Rainbow office by 5 pm on Friday, August 2. Winners will be announced at a customer appreciation party we are planning for August 22, and published in our newsletter mailed on August 26.

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WATER RATE INCREASES

Money to fund our water operations comes from your monthly water bills. The *base rate* portion of the bill covers costs that are fixed no matter how much water is used. Another portion of the bill, though, varies based on the amount of water *usage*. The District has a three-tiered water usage rate that rewards customers for conservation. Tier 1 covers normal water use up to 25 units. Customers who use more than 25 units pay the higher Tier 2 & Tier 3 rates per unit of water.

In June 2024, the Board determined to raise the base rate from \$23 to \$26 per month and the Tier 1 Usage from \$1.61/unit to \$1.85 per unit—an average of \$5.88 per household per month. Usage rates for Tiers 2 and 3 will also increase. Part of this increase is due to inflation, and our own rising costs for items like electricity, chemicals, and spare parts, but we are also gathering funds to pay for new treatment facilities able to filter out PFAS. (See our water quality report for more info.) Annual rate increases are anticipated until we are adequately prepared for future costs.

The bill of an average water customer using 12 units of water will increase from \$42.32 to \$48.20 per month In July 2024.

WATER QUALITY REPORTS

Rainbow’s **Annual Water Quality Report**, which summarizes the results of our water testing in 2023, is available online. You may view the current and prior year reports under our website’s Water Quality menu at <https://www.rwdonline.net/CCRs>, or jump directly to this year’s report with this link: <https://www.rwdonline.net/files/0a26a30cf/2023RainbowReport.pdf>

Rainbow is happy to offer various levels of service in support of smaller neighboring water systems. Each of these water systems have their own governing board and their own water sources, but Rainbow helps prepare the annual water quality reports unique to each system. If you are one of our contract district customers, your annual report was sent directly to you by paper mail or email.

Rainbow’s office hours are 8 am to 5 pm, Monday through Friday. You may call us at 541-746-1676 or reach us by email at office@RWDonline.net with questions or if you need assistance of any kind including to request a paper copy of the water quality report. If you call after business hours, you may leave a message or our answering service will route emergencies to our on call operator. We have a mail slot at our office for overnight payments.

With the arrival of summer we have resumed posting *Weekly Watering Recommendations*. Find us on the web at RWDonline.net or use the [Facebook](#) link for Rainbow-Water-District. It is our desire to provide you with Reliable Water & Responsive Service for years to come!