MINUTES OF THE COMMUNICATION AND CUSTOMER SERVICE COMMITTEE MEETING OF THE RAINBOW MUNICIPAL WATER DISTRICT SEPTEMBER 15, 2026

1. CALL TO ORDER – The Regular Communication and Customer Service (C&CS) Meeting was held in the Board Room of the District, 3707 Old Highway 395, Fallbrook, CA 92028, with remote public participation information listed on the Agenda. The meeting was called to order at 1:00 p.m.

Directors Present: Hamilton (Alt), Mack

Staff Present: General Manager Wiley, Information Technology Manager Khattab, Engineering & CIP Manager Williams, District Secretary Quintanar, Administrative Analyst Weber, Administrative Analyst Montano, Administrative Services Manager Harp, Finance Manager Shilkov, Meters and Customer Service Supervisor Cruz

Additional Attendees: Julie Johnson

2. PUBLIC COMMENT

The meeting was opened to public comments and there were none.

3. DISCUSSION ITEMS

A. Quarterly Customer Service Call Metrics

Meters and Customer Service Supervisor Cruz provided metrics for four months for review. Prior to July, the Customer Service calls were consistently under one minute. In July, due to staffing shortages and the recent credit card fee changes, the average was 1.13 minutes. Call volume and talk time increased in August. Monthly calls were over 1,000 per month June through August. The call volume increase can be attributed to additional inquiries about credit card fees that are charged by credit card companies for payments made with credit or debit cards. Mr. Khattab reported that an AI feature will soon be implemented which will provide metrics for the purpose of customer calls.

B. Digital Media Policy

Administrative Services Manager Harp provided an update and highlighted the focus points of the draft policy, providing clear guidance for comment moderation, employee social media participation, and photography during working hours. The goal is to encourage staff to continue to share content within guidelines that reduce risk. Next steps include review by the District's union representatives and legal counsel. Once approved by the Board, social media training will be provided for staff.

C. Grants Update

The Plant Pilot Project was made possible through MAAP Grant funding. Administrative Analyst Weber announced that the District has received a second grant for $15,000 per year for both 2027

and 2028 fiscal years. The District will partner with Fallbrook Public Utilities District (FPUD) on the next plant project.

Director Mack relayed that Wilson Creek Winery's owner volunteered to speak at the next Agricultural Workshop, planned for early Spring 2027.

D. Water Use Efficiency Update

Mr. Cruz reported on the Flume Flow Monitor Device program. The devices included in the previous contract were sold and the new contract has been initiated. The devices for the new two-year contract (Flume 2X) include a replaceable battery pack, extended battery life, and Wi-Fi range. The new price point has been beneficial, and customers are incentivized to install the devices as soon as possible, through a $50 rebate. September and October newsletters will feature information on the pricing, and the device will be on display in the District's lobby and made available at community events.

Ms. Weber reported on CropSWAP. There are eight projects on the wait list. Sixty-five projects have been paid to date, utilizing $1,380,950 in grant funds. If Metropolitan Water District a (MWD) were to implement a similar program, it would be administered very differently. Mr. Wiley added that an application was submitted to NRCS for $4M, and MWD revised its conservation budget to include a similar program. Staff will continue to work with MWD staff and is hopeful that the program will have ongoing funding.

Ms. Weber provided an update on AB 1572, the Nonfunctional Turf bill, which prohibits the irrigation of nonfunctional turf with potable water as a conservation measure, effective January 1, 2027. The bill will be rolled out in phases, up through January 2031. The District has joined the California Water Efficiency Partnership to collaborate, coordinate outreach, and receive support and collateral materials. Rainbow Water's role will be educational, and information will be provided through direct mail and website announcements.

Julie Johnson commended the District and staff for the grant efforts and successful Plant Program. She relayed that the plants she received as part of the grant are multiplying and expressed her gratitude and that of the community.

E. Community Events Update

Fall events and programs include a Blood Drive, the Fallbrook High School Trade Schools & Career Fair, Bonsall High School Trunk or Treat Car Show, the Bonsall High School College Career Fair, and the North County Fire Open House.

F. Newsletter Content Planning

September's edition includes information on National Preparedness Month, Highlights from the General Manager, Community Events, Rainbow Water Ballot Drop Off, and leak detection.

October's newsletter will include information on Cyber Security Month, El Niño Preparation, Community Events, and Nonfunctional Turf.

November's edition will include information on keeping waterways clean, El Niño Preparation, Nonfunctional Turf, and the Holiday Food and Toy Drive.

Mr. Wiley reported on Rainbow's preparation for El Niño impacts. Director Mack suggested providing sandbags for the public, and Mr. Wiley replied that conversations have already taken place with North County Fire, suggesting Rainbow or a nearby location be established to provide sand and sandbags to the community.

G. Public Communications and Related Media Stories

Ms. Weber shared articles published in the Village News in July, August and September.

4. ADJOURN - The meeting was adjourned at 1:48 p.m.