Rainbow Water District

Then & Now

EST. 1949
75
YEAR
ANNIVERSARY

2024 CALENDAR & BUSINESS HIGHLIGHTS

Rainbow Water District

Mail: P.O. Box 8
Street: 1550 N. 42nd Street
Springfield, OR 97477

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A gift from your friends at
Rainbow Water District

Rainbow's office is open and available Monday through Friday, 8:00 AM to 5:00 PM. We have a night drop where you can make after hours payments. Customers are also encouraged to use our online portal to update your information or make electronic payments.
Call us at 541-746-1676 to speak to a human. We are happy to serve you!

2024 Board of Commissioners

Doug Keeler
Position 1

Mindy Kephart
Position 2

Marla Casley
Position 3

Lou Allocco
Position 4

Jim McLaughlin
Position 5

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Visit us online RWDonline.net

Printing:
QSL Print Communications
Springfield, Oregon

- New Moon
- First Quarter Moon
- Full Moon
- Last Quarter Moon

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Greetings from the Superintendent

Dear Customers,

It is such an honor to be in this position, serving Rainbow Water District as your Superintendent while we celebrate our 75th year in 2024.

Rainbow started from humble beginnings, voted into existence as a special district on August 22, 1949, to supply water to about 300 customers. We grew up with the Baby Boomers, helping support Springfield's growth in the decades following the war years.

Rainbow originally purchased water from Eugene Water & Electric Board (EWEB), until our founders drilled our own wells, installed pipelines and built storage tanks. That original infrastructure, some of which is shown in photos on the pages of this calendar, has served Springfield nicely. Rainbow has taken on the great responsibility of supplying water and fueling economic development in North and West Springfield for more than 50 years. During this time we took care of our own customers and also sold surplus water to Springfield Utility Board (SUB) for use by their customers in the city limits.

Rainbow is only now beginning to transfer some of our supply responsibilities to SUB, as SUB works to build a large treatment plant with capacity to meet Springfield's needs in the decades to come. SUB will not need to purchase our surplus water as before, but Rainbow will continue to operate as we have been doing, supplying water and providing service to our own customers just outside the city boundaries.

Our district is amazing! Rainbow customers love their water utility and regularly tell us so. Your staff enjoys coming to work and interacting with you, our customers. When we get something wrong, you are usually able to provide polite criticism, but the negative comments are rare. Rainbow also strives to add value to the community around us. We support local emergency preparedness and other planning efforts, and we have great working relationships with the staff at our neighboring water utilities.

We have some challenges ahead such as declining revenue and the need for additional treatment to deal with PFAS contamination of our water supplies. Your team is up for the task, however, and we will adjust to meet whatever needs arise. Our desire is to serve you long into the future!

Your staff is supported by some very dedicated and invested volunteers on our Board of Commissioners and our Budget Committee. These people are your friends and neighbors, living within the District and elected or appointed to represent you. They put in many hours and serve without pay, and I encourage you to give them your gratitude.

From all of us at Rainbow, thanks for the many years of support! Here's to many years to come!

Jamie Porter
Superintendent

Follow us on Facebook or
visit RWDonline.net

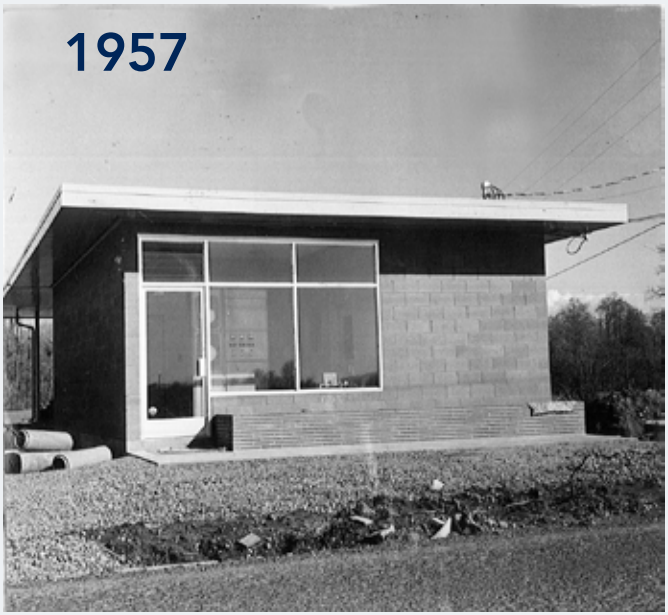
Then & Now

Proudly serving North and West Springfield since 1949!

SEVENTY-FIVE YEARS OF SERVICE

In 1917 the Oregon Legislature adopted, "An Act to authorize communities to incorporate as municipal corporations for the purpose of supplying their residents with water for domestic purposes." Voters in Lane County exercised this authority during an election on August 22, 1949, and Rainbow Water District was formed. Voters gave the district the authority to provide fire protection in 1952, and to install and operate a small system of streetlights in 1966.

Compared to many other government entities, our mission as a special district is narrow and focused. We hire out fire protection and emergency medical services to Eugene-Springfield Fire. We hire out our streetlight maintenance responsibilities to SUB Electric. And for 75 years your staff has concentrated their efforts on providing you with great water and customer service. That is what we still do today!



CHANGING RATES

Those first residents who formed the district in 1949 pooled their money to buy water from EWEB for a short period of time while they drilled our first wells and installed piping to serve new subdivisions. Over time, as homes were built and the population grew, the district built storage tanks and drilled more wells to expand the water supply. During the growing years, it was hard to build the infrastructure fast enough to keep up with the district's growth. After most of the neighborhoods filled in, however, we had several decades of relative stability. By water system standards, our pumps and pipes and valves were new and did not require many expensive repairs. We were able to keep the monthly water bills very low, and we were proud of that.

As we have shared before, however, our system has been aging and our circumstances are changing. Regulations intended to make water safer to drink have added complexity and new treatment requirements to our operations. SUB is building a new treatment plant and will no longer purchase large volumes of our surplus water as early as 2027. All of these factors are resulting in a need for some larger rate increases over the next several years to allow us to maintain our high level of service. Our rates are and will be higher than you have been used to, but still not close to what some others pay for water. We are fortunate to have abundant resources in our area.

GET INVOLVED

Rainbow's Board of Commissioners meets monthly on the second Wednesday and public participation is welcome and encouraged. We invite you to be involved in our decision-making process. We want to educate our customers on the complex issues we face.

Board meetings are held at the Rainbow Office, at 1550 N. 42nd Street, Springfield 97477. A virtual meeting option is provided each month. Meetings are subject to occasional rescheduling.

Visit www.RWDonline.net for the current schedule and to view or download the meeting agenda and materials.

RAINBOW FAST FACTS

RAINBOW OPERATES — **11 wells, 4 wellfields, 2 reservoirs**

RAINBOW PROVIDES — **5 million gallons of water storage**

SUB is a part-owner of 3 of the wells and 1 of the storage reservoirs.

RAINBOW OPERATES — **13 miles of pipe**

Ranging from 2" to 24" in diameter.

RAINBOW OPERATES — **131 fire hydrants**

And numerous valves and other accessories.

RAINBOW MAINTAINS — **2,400 water meters**

Serving customer connections to our water system. All wellfields include disinfection, and some have additional treatment such as physical filtration and pH adjustment to control corrosion in plumbing.

RAINBOW RELIES ON — **a small fleet of vehicles and construction equipment**

To operate and maintain our facilities.

RAINBOW'S FY 2023-24 ADOPTED BUDGET — **$2.8 million**

For water operations and maintenance, with a staff of 7 people!

1960s-era Chase Wellfield with newer 2018 treatment building.

Rainbow Water District

75 Years of Reliable Water and Responsive Service

January

2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
December 2023 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 15 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 New Year's Day Rainbow Office Closed	2	3	4	5 Payment Due	6
7	8	9	10	11	12	13
14	15 Martin Luther King, Jr. Day Rainbow Office Closed	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	February 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 15 18 19 20 21 22 23 24 25 26 27 28 29	**RAINBOW PARTNERS WITH SMALL SYSTEMS NEAR US** Rainbow is pleased to partner with and assist some neighboring small water systems. Learn more at the Support Network section of our website at RWDonline.net	

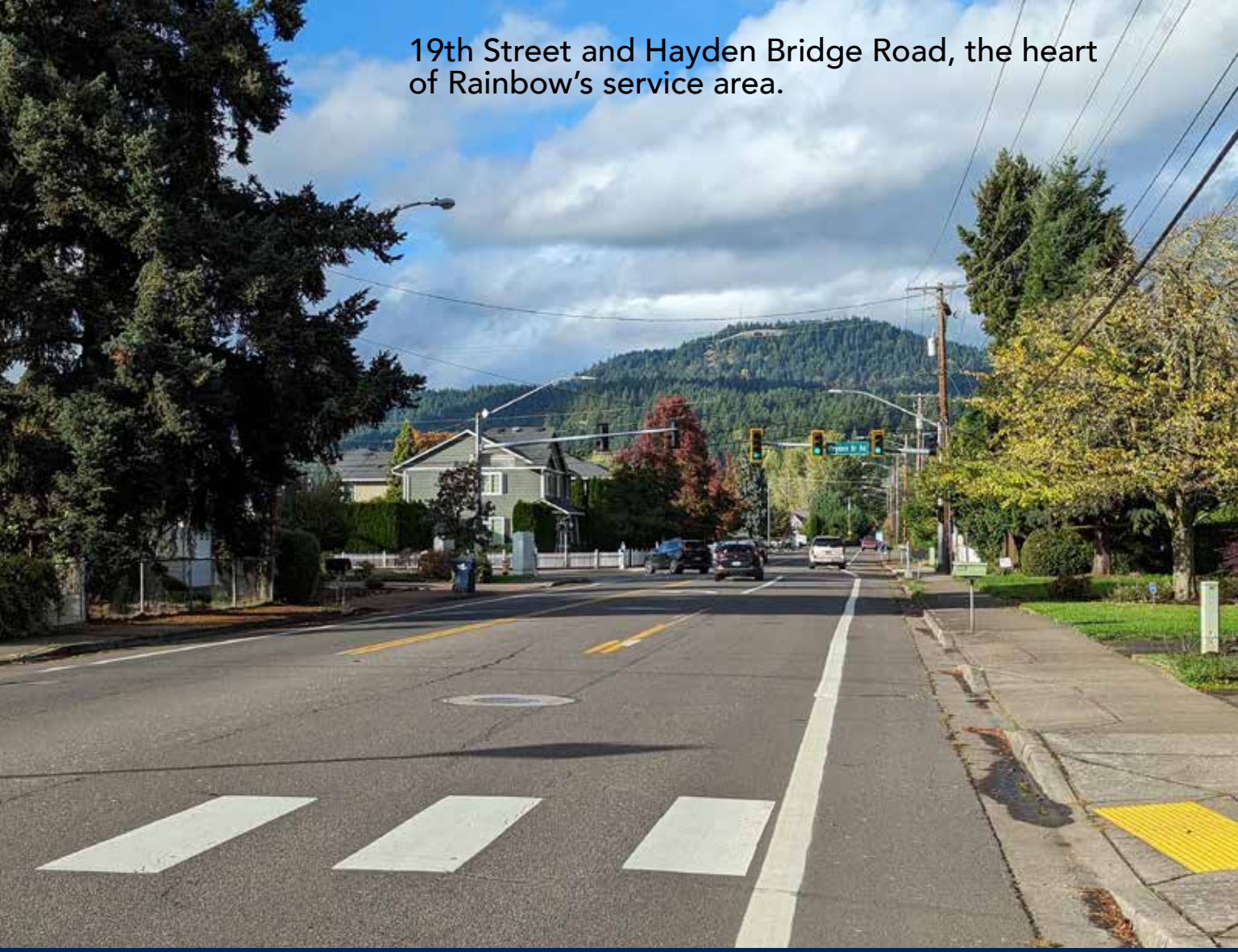
Former Superintendent Jay Hicks at the first board meeting in the new Control House February 5, 1957.

Rainbow Water District

75 Years of Reliable Water and Responsive Service

February 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
POWER OUT? CONSERVE WATER! Water stored in our tanks keeps pressure in the pipes, but if we lose power during a winter power outage our wells may not be running to refill the tanks. You can help by conserving water when the power is out. Our customers are served by SUB, EWEB and EPUD, so check with your electric provider for power outage updates.				1	2	3
4	5 Payment Due	6	7	8	9	10
11	12	13	14	15	16	17
18	19 Presidents' Day Rainbow Office Closed	20	21	22	23	24
25	26	27	28	29	January 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 15 18 19 20 21 22 23 24 25 26 27 28 29 30 31	March 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 15 18 19 20 21 22 23 24 25 26 27 28 29 30 31



19th Street and Hayden Bridge Road, the heart of Rainbow's service area.

Rainbow Water District

75 Years of Reliable Water and Responsive Service

March

2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
LEARN ABOUT WATER-EFFICIENT PLANTS To reduce your watering demand, you can design your landscaping with plants that consume less water. Learn about water-efficient plants for the Willamette Valley by viewing a Summer Tips guide at RWDonline.net			February 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29	April 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	1	2
3	4	5 Payment Due	6	7	8	9
10 Daylight Saving Time Begins	11	12	13	14	15	16
17	18	19 First Day of Spring	20	21	22	23
24	25	26	27	28	29	30
Easter 31						

Rainbow also operates streetlights on high volume roads in our service area.

Rainbow
Water District

75 Years of Reliable Water and Responsive Service

April

2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
March 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 Backflow Device Test Reminders Mailed to Customers	2	3	4	5 Payment Due	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22 Earth Day	23	24	25	26	27
28	29	30	May 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31			

TIME TO TEST YOUR BACKFLOW DEVICE

Our Cross-Connection Prevention Program is an important part of protecting our water supply from contaminants. If you have a Backflow Protection Device, now is the time to get it tested to ensure it is in proper working order BEFORE the summer season starts.

Springfield Utility Board and Rainbow hydrants in May 1983 Springfest Parade.

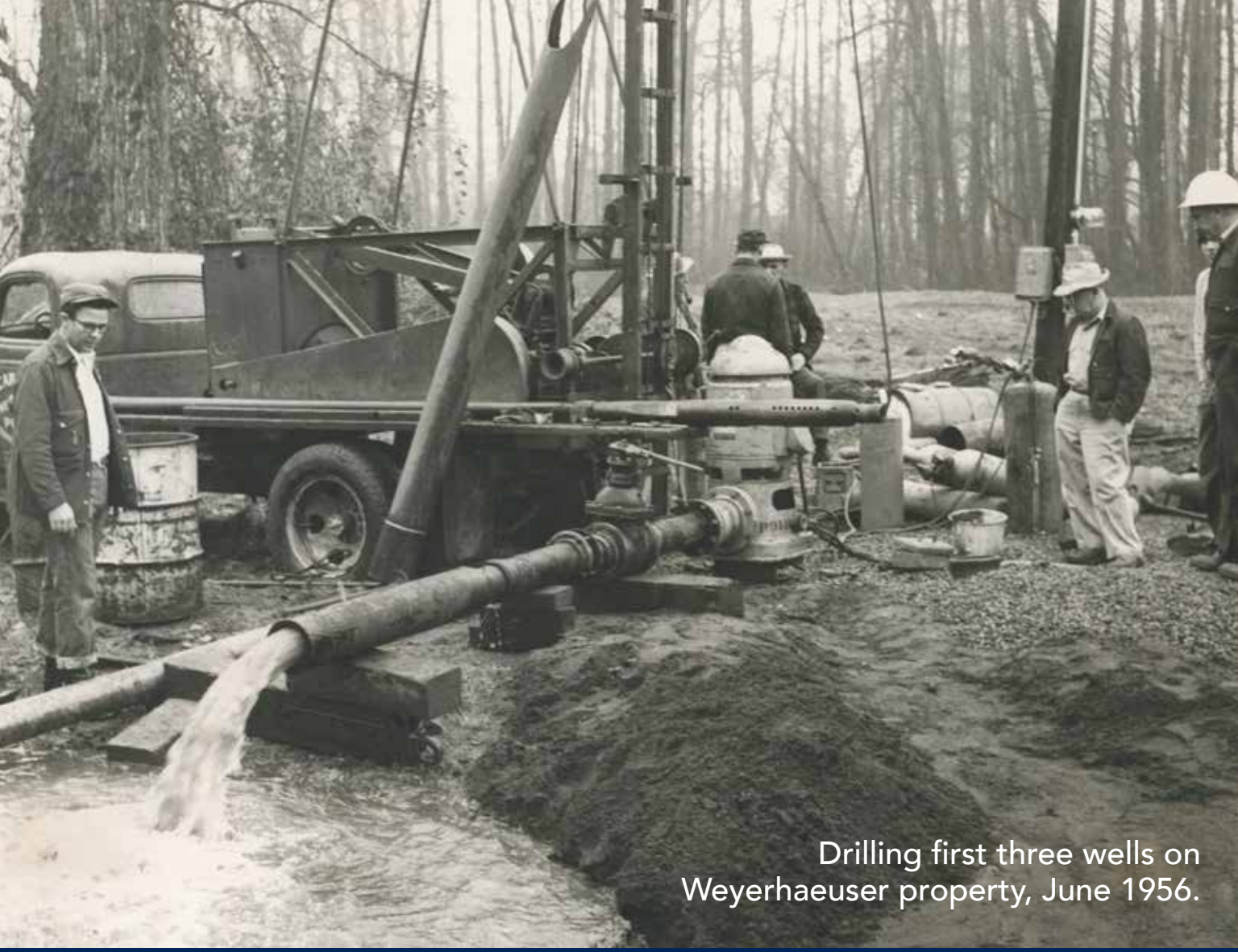
Rainbow Water District

75 Years of Reliable Water and Responsive Service

May

2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
HOW MUCH SHOULD YOU WATER YOUR LAWN? Need help figuring out how much you should be watering your lawn? Find Weekly Water Recommendations under Summer Tips on the Water Conservation page at RWDonline.net		April 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	1	2	3	4
5	6 Payment Due	7	8 National Drinking Water Week	9	10	11
12 Mother's Day	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27 Memorial Day Rainbow Office Closed	28	29	30	31	June 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30



Drilling first three wells on
Weyerhaeuser property, June 1956.

Rainbow
Water District

75 Years of Reliable Water and Responsive Service

June

2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5 Payment Due	6	7	8
9	10	11	12	13	14	15 Outdoor burning info at LRAPA.org
16 Father's Day	17	18	19	20 First Day of Summer	21	22
23	24	25	26	27	28	29
30 Backflow Device Tests Reports Due Today						

LEARN ABOUT OUR WATER QUALITY

Our Annual Water Quality Report, called the Consumer Confidence Report (or CCR) by the EPA, is due out this month. To learn about our drinking water and last year's testing program, see our Water Reports under the Water Quality section of our website at RWDonline.net

May 2024

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

July 2024

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Commissioning of Q Street Well in 1986.

Rainbow Water District

75 Years of Reliable Water and Responsive Service

July

2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
June 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	1	2	3	4 Independence Day Rainbow Office Closed	5 Payment Due	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24 Visit area water providers at our Lane County Fair booth!	25	26	27
28	29	30	31	August 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	**WATER LEAK TIPS & TRICKS** Water leaks can be a real drip, and usage adds up faster than you think! Get tips and tricks to detect and repair water leaks under Water Leaks on the Water Conservation page at RWDonline.net	

Breaking ground for Control House (Rainbow's Office location) in 1956.

Rainbow Water District

75 Years of Reliable Water and Responsive Service

August

2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
July 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	September 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	**HOW DO I TURN OFF MY WATER?** Do you know where your water shut-off valve is and where your responsibility starts? Understanding how to turn the water off can help with leak repairs. See RWDonline.net to learn about plumbing maintenance.		1	2	3
4	5 Payment Due	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22 *Happy 75th Birthday Rainbow Water District!*	23	24
25	26	27	28	29	30	31

2010 staff photo, transition of Superintendent Tim Hanley to Jamie Porter.

Rainbow
Water District

75 Years of Reliable Water and Responsive Service

September

2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2 Labor Day Rainbow Office Closed	3	4	5 Payment Due	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22 First Day of Fall	23	24	25	26	27	28
29	30					

August 2024

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	15
18	19	20	21	22	23	24
25	26	27	28	29	30	31

October 2024

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	15	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

GET READY FOR A DISASTER!

September is National Preparedness Month. See Ready.gov for tips on preparing for disasters and emergencies that could happen at any time. Every person or pet needs at least one gallon of water per day. Make a plan and build an emergency kit today!

Former Superintendents Cecil Chase and Earl Howard starting up Interstate 5 Well #1 in 1974.

Rainbow Water District

75 Years of Reliable Water and Responsive Service

October

2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
September 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 November 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30		1	2	3	4	5
6	7 Payment Due	8	9	10	11	12
13 Outdoor burning info at LRAPA.org	14	15 Budget Billing Applications Due	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	**HOW ARE MY TAXES USED?** Property tax bills arrive this month and are due in November. Rainbow collects taxes and uses the money to hire Eugene-Springfield Fire for fire protection and emergency medical services. Learn more about our Fire Protection at RWDonline.net	

Rainbow
Water District

75 Years of Reliable Water and Responsive Service

November

2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
PREVENT FREEZING PIPES Cold weather is coming, so take action now to prevent freezing pipes. Find helpful Winter Tips under our Water Conservation page at RWDonline.net. Call us for help with emergency water shut-offs. October 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 December 2024 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31					1	2
3 Daylight Saving Time Ends	4	5 Payment Due Election Day	6	7	8	9
10	11 Veterans Day Rainbow Office Closed	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28 Thanksgiving Rainbow Office Closed	29 Day After Rainbow Office Closed	30

First controls for the 1956 Weyerhaeuser wells.

Rainbow Water District

75 Years of Reliable Water and Responsive Service

December

2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5 Payment Due	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21 First Day of Winter
22	23	24 Christmas Eve Rainbow Office Closed	25 Christmas Day Rainbow Office Closed	26	27	28
29	30	31	1 New Year's Day Rainbow Office Closed			

November 2024

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

January 2025

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

CELEBRATE!

Happy New Year! We are here to serve you for another year!

CONNECT WITH US

P.O. Box 8
1550 N. 42nd Street
Springfield, OR 97477

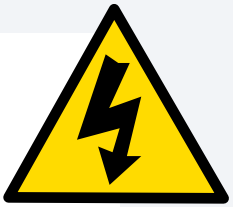
Phone: 541-746-1676

Fax: 541-747-0845

Website: www.RWDonline.net

Email: office@RWDonline.net

OUTAGE INFORMATION



Put together an emergency kit in case of an extended power outage. Have flashlights, radio, and batteries ready. Keep phones and other mobile devices charged.

During a power outage some wells may be off but water already in storage tanks will maintain pressure and keep water available for several days if people conserve. Before a large storm is expected you can fill containers with drinking water as a precaution. Store at least 1 gallon per person (or pet) per day, and keep a minimum of a 3-day supply on hand.

Our website and Facebook page will be updated to provide general information. In the event of a water emergency that may require you to boil your water or take other action, we will do our best to alert you directly. You can help by going to www.RWDonline.net and join our mail list on the bottom right side of the home page.

GOVERNANCE & FINANCE

Rainbow is governed by a 5-member Board of Commissioners. Your commissioners are elected in odd years to staggered 4-year terms. Commissioners meet monthly. The Board of Commissioners appoints an additional 5 members to staggered 3-year terms to serve with them as the Budget Committee.

The Budget Committee will typically meet in April and May. During the two meetings (on regular Board meeting nights) the Budget Committee receives the draft budget, takes public testimony, directs staff to make any changes, then makes a recommendation on the budget to the Board. The Board of Commissioners adopts the annual budget for the July 1 to June 30 fiscal year at the June meeting each year. After the budget year is complete, Rainbow hires a municipal audit firm to check our accounting procedures and submit a formal report to the Board of Commissioners.

OUR BOARD

Our Board of Commissioners, pictured from left-to-right: Jim McLaughlin, Doug Keeler, Marla Casley, Mindy Kephart and Lou Allocco

Pictured from left-to-right: Assistant Superintendent Eric Carlson, Superintendent Jamie Porter, and Office Manager Jodi Sanders

MANAGEMENT TEAM

Rainbow is served by just 7 employees. The members of our employee team wear multiple hats to cover all of the same functions performed by a larger water utility. We are pleased that our staff has earned awards in several areas. Awards include an Outstanding Special District Service Award from the Special Districts Association of Oregon, and an Excellence in Communications Award from the American Water Works Association, in the small utility category.