Rancho Murieta CSD
Community Services District

Special Edition!

PIPELINE

A Monthly Newsletter

December 2019

Exciting Changes To Your Monthly Statement Coming In December!

As part of our ongoing commitment to providing you with better and more accurate customer service and satisfaction, we will be modernizing our billing process beginning with the way your bill looks!

BENEFITS OF THIS CHANGE:

- You'll be able to view water usage
- Easy to read format
- Streamlined look and feel
- Same account number

District Meeting Schedule For December 2019

December 3, 2019
Personnel @ 7:30 a.m.
Improvements @ 8:00 a.m.
Finance @ 10:00 a.m.

December 5, 2019
Communication & Technology @ 9:00 a.m.
Security @ 10:00 a.m.

December 18, 2019
District Board Meeting @ 5:00 p.m.

The public is invited to attend.

All meeting dates and times are subject to change. Be sure to check our website, www.rmcsd.com for any changes

CAL-WASTE RECOVERY SYSTEMS

You Receive this Info Automatically
When You Download Our App
"Cal-Waste Recycles Right"

IMPORTANT HOLIDAY SERVICE ANNOUNCEMENT!

Christmas Day
Wednesday, December 25th

New Year's Day
Wednesday, January 1st

To allow our employees to celebrate Christmas and New Year with their families, **services will be delayed by one day**.
If your service is normally Wednesday the service will be provided on Thursday.
Thursday service will be moved to Friday.
Friday service will be provided on Saturday.

The Cal-Waste Team wishes you a wonderful Holiday Season!

GENERAL MANAGER'S CORNER

The Horse's Mouth

As social media becomes more and more popular, we often lose sight of the fact that direct interpersonal communication is sometimes the best way to be heard and to better understand an issue.

Rancho Murieta CSD provides Water, Sewer, Drainage, Security and Solid Waste services. When you have a concern, we encourage our customers to first communicate with us by phone or email so that we can share with you factual information and help make us aware of your concerns related to the services we provide.

The District's main website is your best starting point to see if the District is aware of an issue and working on it. However, because we understand that not everyone communicates in the same manner, we attempt to provide updates on important matters through the following tools:

CSD WEBSITE: www.RMCSD.com
CSD FACEBOOK PAGE: ww.facebook.com/RanchoMurietaCSD/
HARDCOPY: Pipeline Newsletter (Monthly)

What should you do if you are encountering issues?

The best thing to do if you are experiencing issues with your service is to contact the District directly by phone. If you call during a workday, District staff will forward you or your message to appropriate staff. In the event your issue is after-hours and urgent, CSD Security Dispatch is trained to direct your concerns to the appropriate staff 24/7.

Phone Numbers

(916) 354-3700	MAIN NUMBER (Regular Business Hours)
(916) 354-2273 (CARE)	DISPATCH (24-Hour)

You can find all of this info by visiting the District's website at www.RMCSD.com and clicking "Contact Us" found in the upper right of the main page. Be aware, the District's website will show as ranchomurietacsd.com in your browser.

CHRISTMAS TREE PICK-UP SCHEDULE

Please have your trees placed curbside by 7:00 a.m. on regular service day between December 26, 2019 and January 15, 2020. If you have any questions, please contact California Waste Recovery Systems at 916-354-4154.

BOARD OF DIRECTORS

Les Clark	Randy Jenco	Tim Maybee	John Merchant	Linda Butler
President	*Vice President*	*Director*	*Director*	*Director*
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REGISTER GUESTS USING FASTPASS TECHNOLOGY

Rancho Murieta Community Services District's Security Department is reminding Residents of the FastPass program for faster guest check-in at the North Gate.

Residents are required under the Rancho Murieta Association (RMA) CC&Rs to pre-register all guests with the gates. Long car lines and backups occur in the visitor lanes due to residents not pre-registering guests. This is especially crucial for holidays when we have more guests entering the community than usual.

The FastPass system will email or text your guest a FastPass, which is an electronic QR code pass. The Gate Officer will scan the QR code, which will then automatically log in the guest. The FastPass will work for permanent guests also.

To use this new system, residents must have an account on www.gateaccess.net. If you do not have an account, please set one up, it only takes a couple of minutes.
Residents may log into their account and enter the guest's name or select the guest's name. There will be a tab where the resident can click to elect to send the FastPass. The resident will enter the email address or phone number to send the pass. That is it, simple and fast.

FastPass is only valid for 24 hours and can only be used for one (1) entry. If your guest is staying for multiple days, make sure your account is noted with this information. The guest can check in at the visitor window each day if need be.

**To avoid being stuck in traffic on Jackson Highway, advise your guests to use Lone Pine Road to Murieta Drive and enter the community that way.

**FastPass takes 5 seconds to process a guest at the window versus 30—45 seconds without a FastPass.

HOW TO CONTACT THE DISTRICT

Visit us on the web at www.rmcsd.com!

* The District's Administration Office is located at: 15160 Jackson Road, Rancho Murieta
* Our mailing address is: P.O. Box 1050, Rancho Murieta, CA 95683; Main Office: 916-354-3700
* South Gate: 916-354-3743 ***Contact the South Gate for after-hours water problems.***

BUSINESS HOURS

Monday - Friday
8:00 a.m. to 12:00 noon
& 1:00 p.m. to 5:00 p.m.
Closed for Lunch -
12:00 p.m. to 1:00 p.m.

BE SURE TO LIKE US ON FACEBOOK!

DISTRICT OBSERVED HOLIDAYS

* New Year's Day *(January 1)*
* President's Day *(3rd Monday in February)*
* Memorial Day *(last Monday in May)*
* Fourth of July
* Labor Day *(1st Monday in September)*
* Thanksgiving Day *(4th Thursday in November)*
* Day after Thanksgiving
* Christmas Day *(December 25th)*

NEW WAY TO ENROLL IN CodeRED BY TEXT

Information Bulletin

The Rancho Murieta, Community Services District, has established a new quick way for Residents to enroll in the CodeRED Alert system. Residents can send a code word by text, which will provide the Resident with a quick link to enroll their phone number in CodeRED.

CodeRED is an alert system that will notify Residents of local important, urgent, or emergency information for the Rancho Murieta area. The Community Services District utilizes the CodeRED system to send recorded or automated messages to phones that are registered with the system. For example, a recent CodeRED message was dispatched regarding an elderly critical missing person.

Residents with a smartphone can now text the code word "RMCA" to 99411. They will then receive a link to enroll in CodeRED using their smartphone.

Residents can also enroll their phone numbers on-line at Enroll In CodeRED by Text , or by visiting the District's web site at www.rmcsd.com and click on the CodeRED link.

NOVEMBER 2019 BOARD MEETING HIGHLIGHTS

- Approved Resolution R2019-10 honoring Suzanne Lindenfeld
- Approved District Appointment of Mark Martin as District Secretary
- Approved Body Camera Policy #P2019-04
- Approved General Manager Performance Evaluation and Compensation Adjustment Policy #P2019-05
- Approved Revised District Secretary Job Specification

BUOY INSTALLATION AT CHESBRO RESERVOIR

The District received approval from the Rancho Murieta Association to install a buoy system and some additional fencing around the aeration system in the Chesbro reservoir. This is to protect the aeration tubing and diffusers that run from the shoreline compressors out and around the Water Plant intake in Chesbro. District staff had damage in the previous aeration tubing which appeared to be from fishing hooks. Replacement of the specially weighted tubing is costly and this would serve to protect it.

The District Administration Office Will Be Closed

Wednesday, December 25, 2019 for Christmas and Wednesday, January 1, 2020 for New Years

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

"Your Independent Local Government Agency Providing
Water, Wastewater, Drainage, Security, and Solid Waste Services"

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