

As we look forward to our 75th anniversary in August 2024, we are also looking back, to reflect on some of our history. There have been a lot of changes in the last seven-plus decades!

ANSWERING MACHINES

In this era of cell phones and voicemail, our younger customers may not appreciate that 70 years ago, as of 1953, it was worth reporting to the local newspaper that Rainbow’s office had installed automatic telephone answering equipment. *“Calls to the office day or night will be answered no matter whether anyone is there or not. When there is no one present, the equipment will take the message and will let the caller know where to call for emergency service. There is room in the recording device for 40 messages.”* Early recording devices like the Peatrophone shown in these pictures used a magnetic signal stored on a wire to playback a message, and recorded a permanent message (maximum of 23-seconds long) on a blank 78-rpm vinyl record. The disk could be used only once.



BUDGET BILLING PAINS

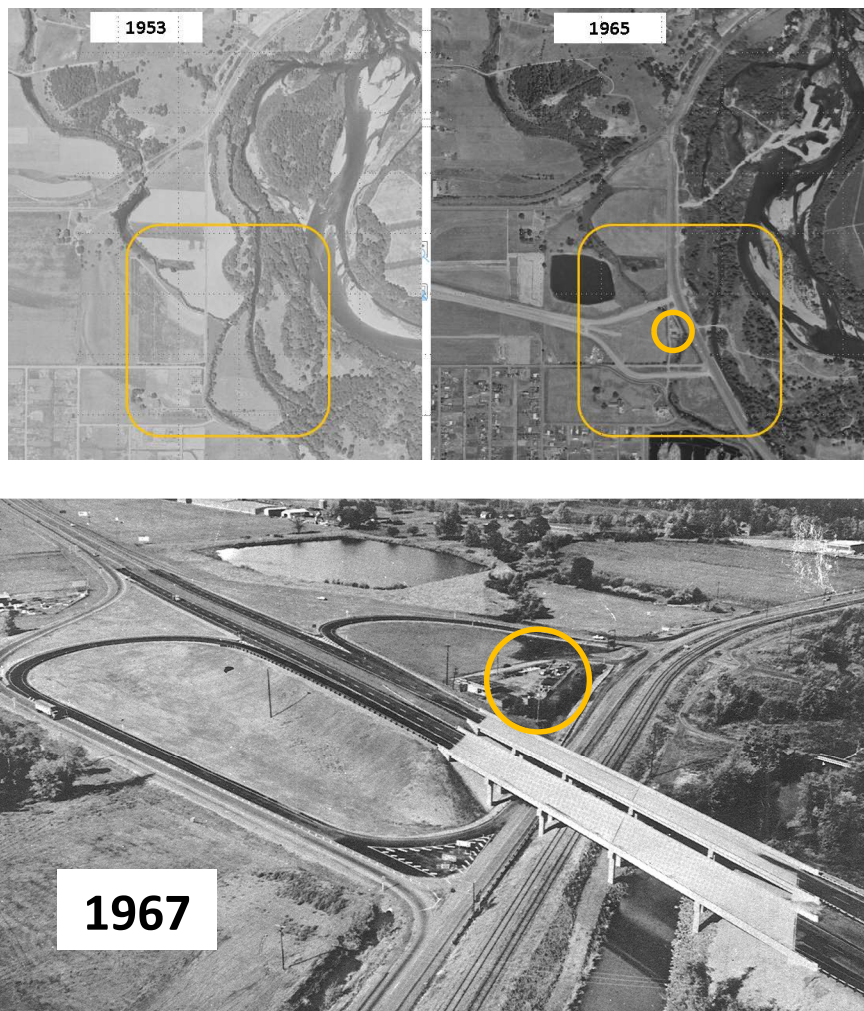
A number of you called last month to ask about large increases in your Budget Billing amount. The October 2021 to September 2022 period included a cool wet Spring 22 with a late start to summer watering. This resulted in lower water bills when the 12 months were averaged to calculate the Budget Billing payments starting October 2022. Then October 2022 to September 2023 included a hotter and dryer Summer 23 with more watering than normal. Those 12 months calculated into a noticeably higher payment when the annual adjustment was made, almost \$20 per month for some of you. Averaging payments out over the year is very helpful to avoid some extremely high summer bills, but the amount of summer watering varies year-to-year and it is important to watch your bill to see how the deferred amount, the difference between the budget and actual amount due, is growing. This will help you anticipate large changes during the annual October adjustment.

BILL SUMMARY	
Previous Balance	40.00
Payments Received	-40.00
Adjustments	0.00
Additional Billing	0.00
Current Charges	60.00
TOTAL AMOUNT DUE	60.00
Budget Current Charges	60.00
Actual Charges	80.10
Deferred Amount	-20.90
Total Deferred Amount	96.25
AMOUNT DUE	
TOTAL AMOUNT DUE BY 11/6/2023	60.00

If you are on Budget Billing you will see a **Budget Current Charges** that keeps the payment the same every month based on your average month from the prior year. The **Actual Charges** amount shows what you would have been charged without Budget Billing. The monthly difference, positive or negative, shows as the **Deferred Amount** and the **Total Deferred** shows how your credit or amount owing builds up over the year until the annual adjustment month.

OFFICE LOCATION

Some of you may have visited our office and wondered about our somewhat unusual location. Our office was built along the side of a rural road in 1957. By 1965, Highway 126 was under construction and a new paved road (what is now 42nd Street) was built on the east side of our office. ODOT built the freeway ramps around us rather than moving our existing building and underground piping.



CUSTOMER SURVEY / WATER BOTTLE PROMOTION

Thank you to all who participated in our survey and became eligible to win a free emergency water storage container. We have randomly selected names and are contacting about 10 people per week until the bottles are all passed out. Some have been customers for a long time! We have really enjoyed reading your comments and we look forward to sharing some of our favorite customer quotes in the coming months.