



**RWDonline.net**

P.O. Box 8, Springfield, OR 97477

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July 10, 2023

NAME  
STREET  
CITY, STATE, ZIP

Dear Rainbow Customer,

Rainbow Water District has contracted with the Springfield Utility Board (SUB) for some assistance performing a leak survey of our larger pipelines in north Springfield. Both utilities desire to locate (and repair) any leaks that waste and reduce our available supply of water.

SUB has several technicians with special training and some advanced leak detection equipment. Starting July 17, SUB staff will be in your neighborhood in a SUB vehicle, but they are doing this work for Rainbow. SUB's equipment can listen for the sound of water leaking from the larger pipelines that bring water under the streets to the meter at your home.

SUB will go to meters, valves, and fire hydrants, attaching devices to listen and pinpoint the location of any found leaks. If SUB staff discovers potential problems, they will inform Rainbow and our own staff will investigate further and perform any necessary repairs. SUB is not able to help you locate plumbing leaks on your side of the meter, but if a private plumbing leak is suspected Rainbow will notify you so that you may further investigate and repair your own leaks to save money on your water bill.

Please extend the same courtesy to SUB's technicians that you would to Rainbow's operators. They are here at our invitation, assisting us with this project that benefits the whole community.

We have additional project information on our website, [RWDonline.net](http://RWDonline.net). If you have any questions, please feel free to contact us by email at [office@RWDonline.net](mailto:office@RWDonline.net) or by calling us at 541-746-1676.

Thank you for your cooperation,

Jamie Porter  
Superintendent