



Looking Ahead to the Future THE NEXT 50 YEARS & BEYOND

Irvine Ranch Water District is dedicated to strategically planning for the future. Since our formation 50 years ago, staying ahead of the water supply needs of our service area has been a priority. IRWD incorporates fiscal prudence, careful forecasting and continual development of new water resources into our longterm planning. Anticipating ways to meet our customers' water needs during fires, floods, earthquakes and other water-related emergencies also plays a crucial role.

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Currently, IRWD is in the planning stages of the Syphon Reservoir Recycled Water Storage Project. Syphon Reservoir is a 60-year-old facility currently used to store irrigation water supplies. The two components of the project are conversion of the reservoir to seasonal storage for IRWD recycled water supplies and augmenting the reservoir's capacity. When complete, Syphon Reservoir will allow IRWD to utilize 100 percent of its recycled water.

Another upcoming project, which focuses on increased water reliability for south Orange County, is the proposed Baker



The IRWD Syphon Reservoir Recycled Water Project

Syphon Reservoir today. Plans call for increasing the capacity of this 60-year-old facility for recycled water storage.

Water Treatment Plant in Lake Forest. This project will be constructed at the existing Baker Filtration Plant and is intended to increase local treatment capability for multiple water supply sources, including imported water and local surface water from Irvine Lake. The project will help provide reliable local drinking water supplies in the event of an emergency, or scheduled maintenance on the Metropolitan Water District of Southern California's Diemer Filtration Plant, ...CONTINUED ON PAGE 2.

Always Water Smart Turf Removal Rebate

Save Water and Save Money. The IRWD Turf Removal Rebate Program provides incentives to replace water-thirsty grass with a beautiful water-saving garden.

- Receive \$1.50 per square foot of grass removed.
- Required minimum of 250 up to maximum of 10,000 square feet of grass removed. Synthetic turf is not eligible for rebate.
- Complete your grass replacement project by April 1, 2012.



Visit www.AlwaysWaterSmart.com, and go to the **Turf Removal Rebate** web page, or call **(949) 453-5581**, for full details.

2012 Resident Tours Announced

Are you curious about where your water comes from? Or what happens to your wastewater? Interested in knowing more about what happens at the Water District? IRWD hosts Always Water Smart Resident Tours each year for those who live or work within the IRWD service area. Tours are hosted by an IRWD board member and designed to give residents an opportunity to learn more about IRWD, encourage an open dialogue, and answer questions regarding the District and our water supplies.

Register now for the IRWD 2012 Always Water Smart Resident Tours. Tours will be held: Saturday, **April 14**; Friday, **April 20**; Saturday, **May 5**; Friday, **May 18** and Saturday, **May 19**....CONTINUED ON PAGE 2.

Always Ask for IRWD Identification

Safety is a top priority at IRWD, including the safety of our customers. If someone knocks on your door claiming to be an Irvine Ranch Water District employee, please ask for identification. It is important to know if you are opening your door to a Water District staff member.

Contact IRWD at **(949) 453-5300** if you have any doubts or to verify that the employee is who he or she claims to be. All IRWD employees carry photo identification badges. Most IRWD field crews wear an IRWD uniform or T-shirt with the logo above the left-hand pocket. IRWD Water Efficiency team members usually wear polo shirts with an IRWD logo embroidered on the left side. IRWD staff can also provide IRWD business cards.

When in doubt, ask the person to return to your home after you have had an opportunity to follow up on their identity. IRWD Customer Service field crews and members of the Water Efficiency team often go to homes to either collect late payments or conduct water efficiency surveys as requested by the customer. IRWD employees will never ask you to hand over any valuables. Contact your local law enforcement agency to file a report if you suspect someone is posing as an IRWD staff member.

Rebates to Help you Save



HIGH EFFICIENCY CLOTHES WASHER ~ \$285 REBATE

High-efficiency washers with a water factor of 4.0 or less qualify for rebates. Check with your appliance retailer for availability.



ROTATING SPRINKLER NOZZLES ~ \$4.50 PER NOZZLE REBATE

A minimum of 15 nozzles must be purchased to be eligible for rebates.



WEATHER-BASED IRRIGATION CONTROLLER (WBIC) ~ UP TO \$425 REBATE

Only Smart Water Application Technology (SWAT)-tested WBICs qualify for rebates.

Visit www.AlwaysWaterSmart.com or call **(949) 453- 5581** for details.

LOOKING AHEAD TO THE FUTURE

...CONTINUED FROM PAGE 1.

Lower Feeder Pipeline, or Allen-McColloch Pipeline. IRWD will partner with El Toro Water District, Moulton Niguel Water District, Santa Margarita Water District and Trabuco Canyon Water District. IRWD acquired the facility following the 2001 consolidation with Los Alisos Water District. The Baker plant currently produces filtered well water which supplements the IRWD recycled water system. Operation of the existing plant will be discontinued after the implementation of the proposed project.

The Baker Water Treatment Plant project will also include a new offsite pump station near Peters Canyon Reservoir. This project is currently in design, with construction to begin in 2012.

2012 RESIDENT TOURS ANNOUNCED

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Tours begin at 9 a.m. and conclude around 1:30 p.m. (at IRWD's Sand Canyon office, 15600 Sand Canyon Avenue, Irvine, CA 92618.) Lunch is provided. We are unable to accommodate children under 16 years of age. Reservations are required. Please sign-up online at www.irwd.com under Community Programs.



Customer Service Information

IRWD Website Link & Social Media Channels »


24 Hour Customer Service
(949) 453-5300
e-mail: customerservice@irwd.com

Irvine Ranch Water District
15600 Sand Canyon Avenue
Irvine, California 92618

Visit us: www.irwd.com

 Join our fan page:
Irvine Ranch Water District

 @IRWDnews
@AlwaysH2OSmart
@IRWDemergency

 View our YouTube channel:
www.youtube.com/IrvineRanchWD



The mission of Irvine Ranch Water District, a public agency, is to provide reliable, high quality water and sewer service in an efficient, cost effective manner and environmentally sensitive way that provides a high level of customer satisfaction.

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IRWD Pipelines Newsletter

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Comments about this publication?
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