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Below the Surface of your Water Bill

On the surface, your bill is pretty simple: Use more water and the bill goes up. Use less and it goes down. That's because IRWD uses a budget-based rate structure – which provides the water you need and gives you control to save money. But a lot goes into your water bill. Here's a deeper look:

Basic components of your bill

- 1) **Water usage charges:** Variable costs – for the amount of water you use.
- 2) **Service charges:** Fixed costs – to recover the fixed expenses of operating and maintaining IRWD's water distribution infrastructure, pipes, treatment plants, and sewers.

The variable charges

To encourage wise water use, each residence is assigned a monthly water usage budget. How much you pay for each CCF of water depends on whether you stay within your budget. Rates are broken into four tiers. Each tier is assigned a rate based on the **actual cost of service**, which varies according to the water source. For example, groundwater from local wells is least expensive, while

imported water from out of state or Northern California costs the most. The **low volume** and **base rate** tiers reward customers who use water within their budget, reducing the need to import expensive water.

Rate tier	Water budget	Rate per CCF	
Tier 1: Low volume	Up to 40% of your budget	\$1.40	Water use within monthly budget
Tier 2: Base rate	41% to 100% of your budget	\$1.89	
Tier 3: Inefficient	101% to 140% of your budget	\$4.73	Water use over monthly budget
Tier 4: Wasteful	141% and over of your budget	\$13.35	

The fixed charges

In addition to the water usage charges that you control, your bill contains fixed charges for **water service** and **sewer service**. Water service charges are based on the size of the meter required to provide flow for the property. These charges are assessed whether or not you use water that month.

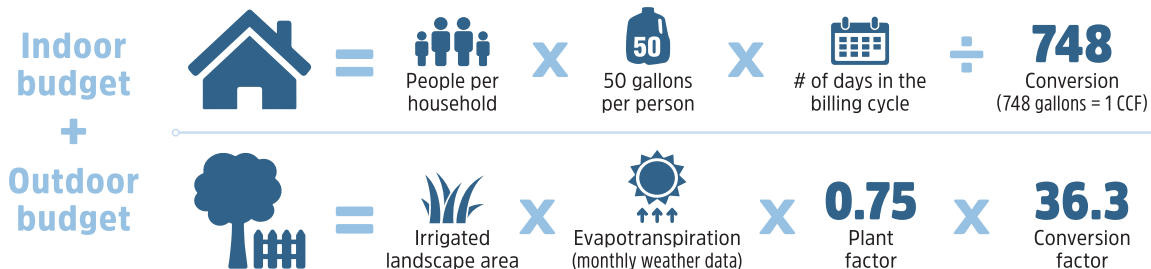


What's a CCF? It's the basic water measurement used on your bill. CCF is short for 100 cubic feet. 1 CCF = 748 gallons.

How your water budget is calculated

Your monthly household water usage budget is the sum of your **indoor + outdoor** budgets. Together they represent an efficient volume of water to meet your individualized water needs.

- ▶ **Your indoor budget** is simple: 50 gallons per person per day (divided by 748, to convert gallons to CCF). For single-family homes, we assume a default of four people per household.
- ▶ **Your outdoor budget** is calculated for your property using actual data from local weather stations. We calculate your **irrigated landscape** area (in square feet) x **evapotranspiration** (actual daily plant water loss in cubic inches) x **0.75 plant factor** (to account for the fact that at least 40% of your landscape should be drought-tolerant) x **36.3 conversion factor** (to convert cubic inches into CCF).



Where to learn more or request adjustments

- ▶ For details, including nonresidential rates, visit IRWD.com/services/understanding-your-bill. You'll see a sample bill with explanations.
- ▶ Water can be added to your budget to address special needs or circumstances. Apply at IRWD.com/services/request-a-water-variance.
- ▶ Have questions or concerns? We're happy to help. Contact CustomerService@IRWD.com or 949-453-5300.

Ask Juan



Grow Lush Succulents, In Sunshine or Shade

Q: I'm considering planting succulents within my existing landscape. Some areas are shady and some are in full sun. Will succulents tolerate these conditions?

A: Succulents are a great addition to any landscape. There are many varieties, from California natives to desert varieties, and they then can be planted in direct or filtered sunlight. Check RightScapeResources.com for the best succulents for these unique locations and mix them with plants that have similar sun and water needs. One of my favorite California natives that can tolerate full sun is chalk dudley (*dudleya pulverulenta*).

IRWD has a turf removal program (RightScapeNow.com/turf-removal) to help you convert grassy areas into lush succulent gardens. Check out this photo from the front yard of a resident who participated.



Got landscape questions? Email AskJuan@IRWD.com or ask on Facebook, Twitter or Instagram with [#irwdcommunity](https://www.facebook.com/irwdcommunity). See past answers at RightScapeNow.com/landscape-resources/ask-juan.

Enter Our Where's WaterSense Contest

look for



The WaterSense Label denotes water-efficient products and services. Can you find it hidden elsewhere in this newsletter? When you've spotted it, let us know! Entries received by April 14 will be included in a random drawing. One person will receive the prize kit full of water-efficient devices. Visit RightScapeNow.com/contest to enter and learn how to save water and money with WaterSense.

Get an Inside Look at IRWD: Take a Tour

Get your questions answered on IRWD's Water Awareness Tours! We are taking reservations now for April 12 and May 4. These events include walking tours of the Michelson Water Recycling Plant and the San Joaquin Marsh, a lab demo, and tips to save water and money. Sign up at IRWD.com/learning/request-a-resident-tour.

Save Water: Fix a Leak and Win Prizes



In honor of Fix a Leak Week, March 18–24, IRWD customers can win a \$200 or \$100 Home Depot gift card—just for checking for water leaks. First, complete our 10- to 15-minute online training course and quiz. Then, for a chance to win, submit a photo or video of yourself checking for leaks around your home.

- **To learn:** Take the training and quiz at RightScapeNow.com/training-center. Training includes a three-minute video on how to find and fix leaks.
- **To enter:** For contest details and to submit your photos or videos, see IRWD.com/fixaleak. Images also can be submitted to IRWD's Facebook, Instagram or Twitter pages. Entry deadline: March 31.

Save the Date

Plants for The Planet

Wednesday, April 3
6 p.m. – 8:30 p.m.

IRWD Multi-Purpose Room
15600 Sand Canyon Ave.
Irvine

Select the right plants for your landscape. We'll discuss California natives, seasonal water needs and cultural care tips.

Create an Edible Garden

Wednesday, April 17
6 p.m. – 8:30 p.m.

IRWD Multi-Purpose Room
15600 Sand Canyon Ave.
Irvine

Get useful tips on growing your own fruits and vegetables.

Sign-up required:
RightScapeNow.com/events

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