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Healthy Pipes =  
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Ask Juan

# pipelines

NOVEMBER 2019 | NUMBER 11



Irvine Ranch  
WATER DISTRICT



## Save the Date

### Time to Plant

Wednesday, Nov. 13  
6 p.m. – 8:30 p.m.

IRWD

Multi-Purpose Room

15600 Sand Canyon Ave.  
Irvine

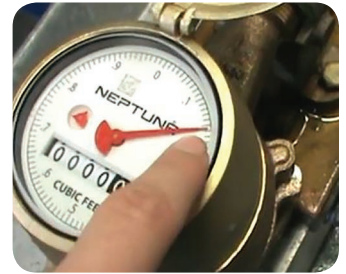
Learn how to select climate-appropriate plants, when and how to plant them, and how to care for your landscape.

**Sign-up required:**  
[RightscapeNow.com/  
events](https://RightscapeNow.com/events)

## If Your Water Bill Spikes, Try This

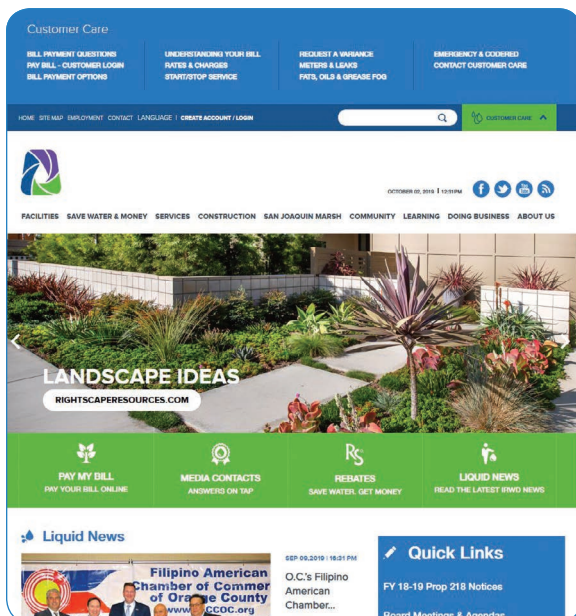
Have you noticed a sudden increase in your water bill? This could be a symptom of several possible causes. But don't worry. We're here to help. Take these steps to find the problem:

- Turn off all water and check your meter to see if the dial is still spinning. (If it is, you probably have a leak.)
- Run a test of your irrigation system to check for broken sprinkler heads—or puddles that indicate a cracked pipe.
- Check that your irrigation timer is properly set. (After a power outage, default settings can kick in, and they are often very wasteful.)
- Check indoor fixtures and toilets. (A leaking toilet can waste 40 gallons a day. A running toilet can waste up to five gallons per minute!)



If you discover a leak and repair it, please contact IRWD Customer Service to request an adjustment to your bill. If you believe there has been an error in the reading of your meter, Customer Service can help with that, too. Call **949-453-5300** or email [CustomerService@IRWD.com](mailto:CustomerService@IRWD.com).

Also, register for the Water Insight Program at [IRWD.WaterInsight.com](https://IRWD.WaterInsight.com). The mobile-friendly Water Insight website alerts you to potential leaks and walks you through steps to evaluate your bill. Visit [RightscapeNow.com/how-do-i/how-do-i-fix-a-leak](https://RightscapeNow.com/how-do-i/how-do-i-fix-a-leak) for instructional videos.



## Check Out These Handy Updates to IRWD.com

Easy does it. That simple motto guided our recent renovation of [IRWD.com](https://IRWD.com).

Starting at the top, we updated the website's user interface to be easier on the eyes, with a spacious new layout supporting large rotating slider images. Next, we added an easy-to-spot, bright green *Customer Care* button, which opens a list of the most frequently visited pages, such as *Bill Payment Options*, *Rates and Charges* and *Start/Stop Service*.

*Liquid News*, *Quick Links* and *Board Calendar* page links remain easy to find, below the home page slider. New *Project Highlights* and *Latest Events* links were added to the bottom of the home page as a finishing touch—to help you stay up to date on IRWD construction projects and find invitations to gardening classes, water-efficiency workshops and tours.

Click on [IRWD.com](https://IRWD.com) and take a look!

# Healthy Pipes = Happy Holidays

It's the holiday season—time for our festive little reminder that pouring fats, oils or grease down a sink can be unhealthy, costly and, well ... gross.

Grease in the sink can lead to sewer clogs, and clogs can lead to sewage backing up into your home or business, spilling onto the street, or finding its way into storm drains and to the beach. (Not the charming holiday scene you dream of.)

Cleanup can be expensive for homeowners, and especially for businesses such as restaurants, which can be fined or closed.

Keeping your drains healthy is easy. After cooking, put fats, oils and grease in a container, and throw it in the garbage. If possible, mix it with absorbent waste such as paper towels, kitty litter, coffee grounds, or shredded newspaper before throwing it away.

Happy holidays!

## Global Village Festival Fun

Kicking off its 18th year of community fun, the 2019 Irvine Global Village Festival took place at the Orange County Great Park last month, and IRWD was on hand to offer water efficiency tips. Staff also spoke with community members and provided information on topics ranging from the proposed Syphon Reservoir Improvement Project (learn more at [SyphonReservoirProject.com](http://SyphonReservoirProject.com)) to the best ways to use water in landscaping (more information on [IRWD.com](http://IRWD.com)).

To find upcoming IRWD workshops and events, check out [RightScapeNow.com/events](http://RightScapeNow.com/events).



Customers win water efficiency-related items when spinning the wheel at the Irvine Global Village Festival IRWD booth at the Great Park.



**Q:** Juan, thank you for your tips on going native in my landscape. I'm having trouble finding plants. Any ideas?

**A:** There are a lot of great resources for finding native plants. The California Native Plant Society has a website, [Calscape.org](http://Calscape.org). You enter your address and it will give you a list of California plants that are native to your specific location. If you see a plant that you like, a nursery button shows you local nurseries that stock the plant. Right

now is planting season and IRWD has workshops focused on selecting plants for your landscape. Register for classes at [RightScapeNow.com/events](http://RightScapeNow.com/events).

Got landscape questions? Email [AskJuan@IRWD.com](mailto: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](http://RightScapeNow.com/landscape-resources/ask-juan).

**IRWD Offices Closed**

**Thanksgiving**

Thursday, Nov. 28 –  
Friday, Nov. 29

**Christmas**

Tuesday, Dec. 24 –  
Thursday, Dec. 26

## Save the Date

### Control Your Controller

**Wednesday, Dec. 4**  
**6 p.m. – 8:30 p.m.**

**IRWD**  
**Multi-Purpose Room**  
15600 Sand Canyon Ave.  
Irvine

Learn from the experts! Basic sprinkler timer programming concepts and landscape techniques will help you save water and money. Explore popular weather-based sprinkler controllers on the market, discuss their pros and cons, and receive hands-on training.

**Sign-up required:**  
[RightScapeNow.com/events](http://RightScapeNow.com/events)

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