

Click or Call for Service

IRWD offices are temporarily closed.

Need help?

Click IRWD.com/services, email

CustomerService@IRWD.com, or call

949-453-5300.

pipelines

MARCH 2021 | NUMBER 3



Irvine Ranch
WATER DISTRICT

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 charges — for the amount of water you use.
- 2) Service charges:** Fixed charges — to recover the expenses of 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 the Colorado River or Northern California costs the most. The low volume and base rate tiers reward customers who use the least water, reducing the need to import expensive water.

Rate tier	Water budget	Rate per CCF	
Tier 1: Low volume	Up to 40% of your budget	\$1.47	Water use within monthly budget
Tier 2: Base rate	41% to 100% of your budget	\$2.00	
Tier 3: Inefficient	101% to 140% of your budget	\$4.86	Water use over monthly budget
Tier 4: Wasteful	141% of your budget and over	\$13.63	

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 — to recover IRWD's fixed infrastructure costs — are assessed whether or not you use water that month.

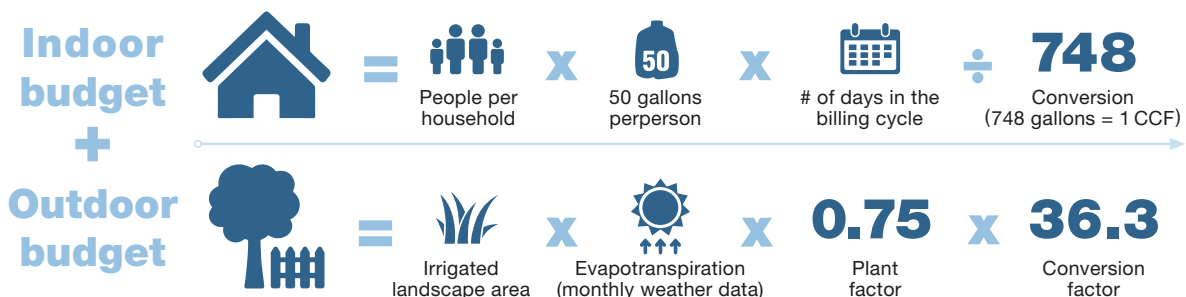


What's a CCF? It's the basic water measurement used on your bill. CCF is short for 100 cubic feet. **1 CCF = 748 gallons.**

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).
- Your outdoor budget is calculated for your property using actual data from local weather stations. We calculate your irrigated landscape area (in acres) x evapotranspiration (actual daily plant water loss in cubic inches) x 0.75 plant factor (assumes that at least 40% of your landscape is drought tolerant) x 36.3 conversion factor (to convert cubic inches into CCF).



Where to learn more

For details, including nonresidential rates, visit IRWD.com/services/understanding-your-bill. You'll see a link to a sample bill with explanations. Have questions or concerns? We're happy to help. Contact CustomerService@IRWD.com or 949-453-5300.

Save the date

Plants for the Planet

Online webinar

Wednesday, April 14
Noon – 1:30 p.m.

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

Sprinkler Spruce-up

Online webinar

Wednesday, May 12
Noon – 1:30 p.m.

Learn how to save money and water by repairing and maintaining your irrigation system. Find out the easy way to update sprinklers to drip irrigation.

Sign-up required:
RightScapeNow.com/events

Fix a Leak: Save water and win



Fixing a leaky toilet can save 30 to 50 gallons of water per day: Even the smallest drip, if left alone, can quickly add up and lead to over-allocation charges that result in higher water bills. This month, in observance of WaterSense's Fix a Leak Week, IRWD is rewarding customers who track down and repair leaks in their home.

Enter the Fix a Leak Sweepstakes starting March 3 and be entered to win one of seven \$100 Home Depot gift cards. Fill out an entry form and send us a photo of you checking your toilet for a leak. Learn more at IRWD.com/FixALeakWeek.

New: virtual IRWD tours

Are you missing IRWD's community tours? We are too! That's why we are happy to announce the launch of a new series of online events rolling out this spring and again in the fall. These virtual tours and workshops focus on:

- San Joaquin Marsh and IRWD's Natural Treatment System
- Recycled water and the Michelson Water Recycling Plant
- Water quality, testing, treatment, and delivery

Visit RightScapeNow.com/events for more details.



Q: Do I need to sign up for IRWD's new bill pay service?

A: IRWD has switched to a new and improved payment system, with more options and no fees.

Registration is required for all auto pay customers. Sign up at PayMyBill.IRWD.com

using your account number, the last four digits of the phone number in our records, and the street number of the service address. Contact Customer Service at CustomerService@irwd.com or 949-453-5300 to update your contact information, or for help registering your account.

Got a question? Email Info@IRWD.com with "Ask Customer Service" as the subject line.

Ask Juan



Q: I would like to replace my sprinklers with drip irrigation. Also, any suggestions on fixing my system to make it more efficient?

A: Thank you for your question. We do offer a spray-head-to-drip rebate program. You might also consider applying for the pressure regulating spray body program, which provides incentives for EPA WaterSense® approved devices. Pressure-regulating features compensate for high

pressure, which wastes water. Like all the rebate programs, make sure to read the guidelines and terms of conditions before starting your project. Find out more at RightScapeNow.com/rebates.

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

California native corner

Juan's March plant: woolly blue curls

Woolly blue curls (*Trichostema lanatum*) are highly fragrant, producing tall spikes of fuzzy lavender, blue, pink, and white flowers that blossom in dense clusters. The blooms are rich in nectar, attracting pollinators. Native to local oak woodlands, chaparral, and coastal sage scrub communities, it can be used as a flowering accent shrub on slopes and around rocks. No summer watering is needed once established. Learn more at CalScape.org and CalScape.org/planting-guide.php. — Juan

