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pipelines

OCTOBER 2021 | NUMBER 10



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 costs – for the amount of water you use.
- 2) Service charges:** Fixed costs – 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 out of state or Northern California costs the most. The low volume and base rate tiers reward customers who use water within budget, which reduces 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% and over of your budget	\$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.

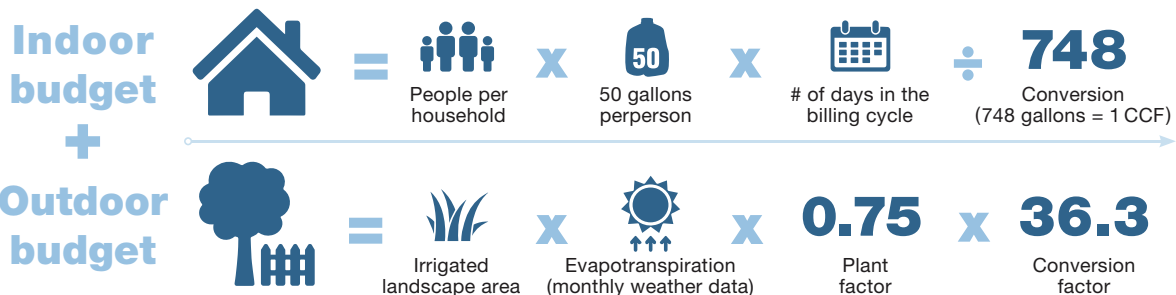


What's a CCF? It's the basic water measurement used on your bill. CCF is short for 100 cubic feet. **1 CCF = 748 gallons.**

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 (to account for the fact that at least 40% of your landscape should be drought-tolerant) x 36.3 conversion factor (to convert acre-inches into CCF).



Where to learn more

For details, including nonresidential rates, visit [IRWD.com/services/understanding-your-bill](https://www.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

Biosolids facility event

Online webinar

Tuesday, Oct. 26
Noon – 1:00 p.m.

Join IRWD in dedicating its new Biosolids and Energy Recovery Facility, take a virtual video tour and participate in live presentations and a Q&A about the plant.

Plant Like a Local

Online webinar

Wednesday, Nov. 3
Noon – 1:30 p.m.

Learn how to transform your yard into a thriving, California friendly landscape. We'll help you think like a landscape designer and work with our climate, not against it.

Tap Water 101

Online webinar

Wednesday, Nov. 17
Noon – 1:30 p.m.

Meet IRWD's water quality experts and ask them questions. You'll learn about IRWD's testing procedures and find out how our water compares to state and federal standards.

Sign-up required:
[RightScape.com/events](https://www.irwd.com/RightScape.com/events)

Water shortage declared; you can help

IRWD's Board of Directors on Sept. 27 declared a level two water shortage to help meet the governor's call for a voluntary 15% reduction in water use throughout the state.

While IRWD does not have a water shortage, and is well-positioned to weather these dry times, the declaration affirms our customers' ongoing commitment to saving water and heightens the call for efficiency to achieve the savings goal.

How can you help? Visit [RightScape.com](https://www.irwd.com/RightScape.com) for water-saving tips and links to enhanced rebates that can help pay to make your home and yard even more water-efficient. Also, participate in IRWD's Drought Response Sweepstakes. You could win a \$100 or \$500 Home Depot gift card. Visit [IRWD.com](https://www.irwd.com) for details.



Don't waste a good thing.



Q: What is the DIY Turf Removal Program?

A: The DIY Turf Removal Program helps residential and commercial customers save water by removing grass; current rate is \$4 per square foot.

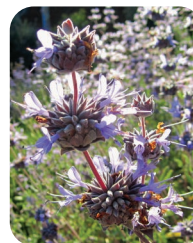
Say goodbye to the hassle, maintenance, and expense of lawns.

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 [RightScape.com/landscape-resources/ask-juan](https://www.irwd.com/RightScape.com/landscape-resources/ask-juan).

California native corner

Juan's October plant: Alpine Cleveland sage

Alpine Cleveland sage (*Salvia clevelandii*) is a fast-growing sage native to the coast of Southern California and northern Baja California. Hummingbirds are attracted to this plant, which can be found flowering on bluffs or gentle slopes. Learn more at [CalScape.org](https://www.cal-scape.org) and [CalScape.org/planting-guide.php](https://www.cal-scape.org/planting-guide.php). — Juan



Q: How can I apply for a rebate?

A: IRWD's [RightScape.com](https://www.irwd.com/RightScape.com) website provides many water-saving tips, including information about rebates.

Simply click on the rebate you're interested in for details on the terms of the rebate, to get an estimate of your rebate, and to apply online.

Current outdoor rebates include:

- **Up to \$4 per nozzle** when you replace at least 30 of your conventional spray heads with high-efficiency nozzles
- **Up to 70¢ per square foot** when you replace your spray head sprinklers with a drip irrigation system

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

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