



The newsletter of IRWD

pipelines

August 2013 | Number 8

Top 4 IRWD Services That Help You Save Money

The Irvine Ranch Water District offers a variety of services that help customers save money. Here are the top four:

1. Home Water Evaluation. Get water fit with your own IRWD personal trainer. For customers with consistently high water bills, a free *home water evaluation* may help you realize why your water bill is so high. During a *home water evaluation*, an IRWD employee will visit your house and perform a site inspection with you to analyze your water usage, including indoor and outdoor water use. Your IRWD personal trainer will then give you the tips and steps necessary to determine how to reduce your water usage.

To schedule a free home water evaluation, call IRWD's Conservation Department at **(949) 453-5581**.

2. Money-Saving Rebates. Did you know that IRWD offers rebates for water-efficient appliances, such as clothes washers (\$250), toilets (\$100), sprinkler nozzles (\$4), and sprinkler controllers (\$380)? If you're in the market for one of these water-efficient devices, visit www.irwd.com and search for rebates to see which devices qualify and how much money you could save on your purchase.

3. Variance on Your Water Budget. Every customer is given a water budget every month, based on number of residents, size of landscape, time of year and various other factors. This water budget is the amount of water you are allowed to use every month. When you go over this amount, customers pay an increased rate to accommodate the extra water IRWD must purchase to meet demand.

A *variance* increases your water budget to account for additional occupants, special medical needs, larger landscaped areas, etc. If you think you qualify for an increased water budget, visit www.irwd.com and search for Mail-in Variance Request.

4. One-Time Courtesy Adjustment. A *one-time courtesy adjustment* is available to customers who go over their water budget during one month, due to filling a swimming pool or other special circumstance not related to leaks. When an adjustment is made, your water budget is adjusted to reflect the increase in water use for that month, saving you from paying an increased water rate.

If you plan on filling your pool or have another special circumstance, call Customer Service at **(949) 453-5300** for a *one-time courtesy adjustment*.



Customer Care Specialists Tera Rice (right) and Natalie Castenada discuss how use of IRWD's irrigation schedule helps customers reduce water bills.

You're Invited

Sept. 20, 6 – 9 p.m.

Free Landscape Class

IRWD offices

15600 Sand Canyon Avenue, Irvine 92618

Come learn about creating a water-efficient landscape from landscape experts. Sign up with your name and number of attendees at AWS@irwd.com.

Sept. 21, 9 a.m. – 1 p.m.

The Home Depot Garden Event

The Home Depot – Lake Forest

20021 Lake Forest Drive

*** Bring this flyer to the IRWD booth
for a FREE Garden Kit ***

Receive **special discounts** on select varieties of attractive water-efficient plants. Enjoy vendor displays, educational demonstrations, give-a-ways and more. Learn from local experts how to plan a water-efficient landscape.

Save These Dates: Help Conserve Water Resources

What: Inner-Coastal Watershed Cleanup Day

When: September 21, 8 a.m. – 12 p.m.

Where: Intersection of Riparian View and Michelson Drive in Irvine

Help clean up the San Diego Creek Watershed. Volunteers will receive gloves and bags for collecting trash and recyclables from the banks of the creek. Please wear closed-toed shoes, sunscreen and hats. Student and other youth groups may receive community service credit for participating in the cleanup.

What: Landscape Open House

When: October 5, 9 a.m. – 3 p.m.

Where: South Coast Research and Extension Center at 7601 Irvine Boulevard, Irvine 92618

*** Bring this newsletter to the IRWD booth for a FREE Gardening Tool Kit. ***

Talk with experts, view landscapes, watch demonstrations and learn gardening practices to protect and conserve water resources. Free admission and parking.

Saving Water Saves Energy

Many Californians know about the importance of saving energy, and many know about the importance of saving water. But few know about the direct connection between saving both. One of the best ways to save energy inside and outside your own home is to use water more efficiently. For example:

- Letting your faucet run for five minutes takes as much energy as letting a 60-watt light bulb run for 14 hours.
- Heating water for bathing, shaving, cooking and cleaning requires a lot of energy. Homes with electric water heaters spend one-quarter of their electric bill just to heat water. To reduce indoor hot water usage, take shorter showers and wash clothes in cold water.
- On average, the annual energy used to deliver, heat and treat water for only 10 households could power a refrigerator for one year.



Reducing the amount of water that you use in your home not only reduces your energy use, but also your energy bills. When you save water, IRWD is able to reduce the amount of water we need to pump and treat, saving the District both energy and money. These savings are also passed along to our customers, helping to keep IRWD rates among the lowest in Orange County.

Customer Service Information

IRWD Website Link & Social Media Channels »

24 Hour Customer Access

(949) 453-5300

email: 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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Comments about this publication?
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