



The newsletter of IRWD

February 2013 | Number 2

Save Time, Look Online

Do you have questions about your balance, water bill or need to start or stop your service? You can save time by going online. At www.irwd.com, it's easy to complete many of these tasks in seconds:

1 Check Your Balance

You can check your account balance, view your payment history, and compare your water usage to a year ago by clicking on "Account Access."

2 Pay Your Bill Online

Save a stamp, save gas and save a tree: Pay your bill online. Pay your bill with your checking or money market account through eBill, IRWD's safe and secure electronic billing system. By signing up, you will no longer receive a paper bill in the mail, but will receive email notifications informing you that your bill is ready.

3 Questions about Your Bill?

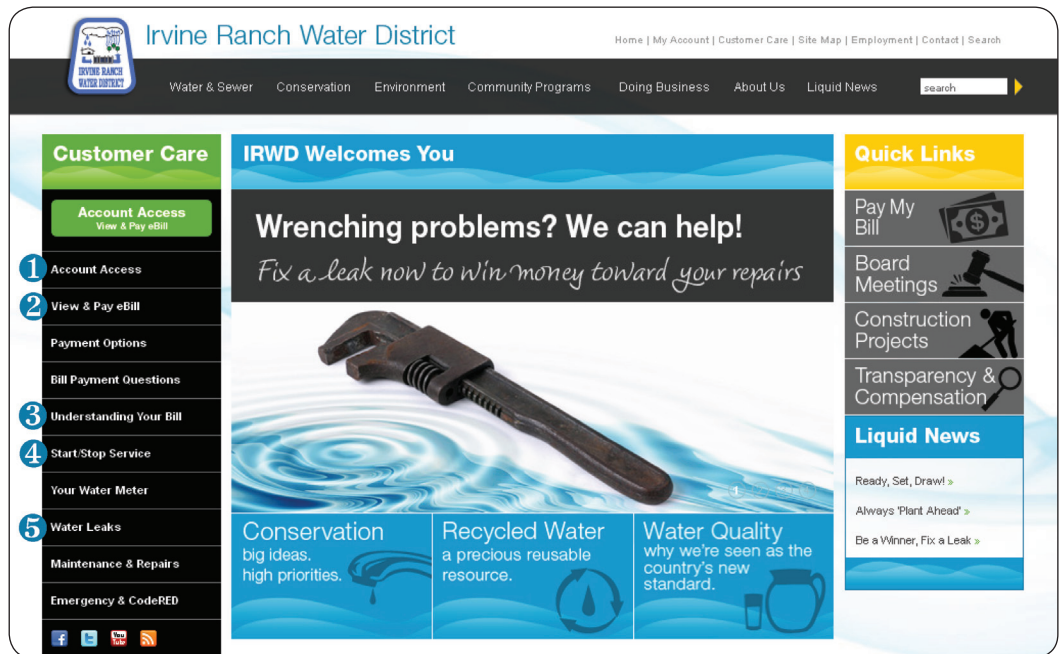
Not sure how we calculate your bill? Click on "Understanding Your Bill" and use our rate calculator to estimate your next bill and get answers to the most frequently asked billing questions. There is also a PDF of "Your Bill Explained" to help you.

4 Start, Stop Service

New customer? Moving? You can start or stop your service by filling out the online form after clicking on "Start/Stop Service." All services will be performed the next business day.

5 Why is My Bill So High?

Want to know why your water bill is higher than it should be? You may have a leak or may have been overwatering your yard. Get tips and tricks on how to fix these common issues by clicking on "Water Leaks." This page also features helpful videos such as "How to Check Your Home for Leaks," "How to Fix a Toilet Leak in 90 Seconds," and "Top Three Reasons for a High Water Bill."



Save the Date

IRWD Partners with Home Depot for Garden-Friendly Water Conservation Plant Events

- Learn how to plant a water-efficient landscape
- Special discounts on select varieties of attractive water-efficient plants
- Local expert gardeners on hand to answer all your questions
- Certified Home Depot Nursery consultants can assist you with your selections
- IRWD staff will showcase incentive programs and services
- Vendor displays, educational demonstrations, give-aways and more

Event dates, times and locations:

March 9, 8 a.m. - 12 p.m.

Home Depot - Lake Forest
20021 Lake Forest Drive

March 23, 8 a.m. - 12 p.m.

Home Depot - Tustin
2782 El Camino Real



✿ Present this newsletter at the IRWD booth at the Home Depot events for a special prize ✿

Did You Know?

Q: Are you looking for a speaker for your community group?

A: The IRWD Speakers' Bureau is available to present a variety of water-related topics to community groups in our service area. We can talk to professional associations, service clubs, nonprofit groups, chambers of commerce, college classes and workshops.

The Speakers' Bureau can present information to your group about water reliability, water resources, where our water comes from, how we treat it, the latest in conservation efforts and what we are doing to ensure future supplies.

We can also schedule a tour of the IRWD San Joaquin Marsh for your group.

To schedule a speaker or tour for your group call (949) 453-5500, or email info@irwd.com.

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

Fix a Leak on Us!



IRWD is encouraging customers to fix their water leaks. From now until March 31, IRWD is offering an opportunity to win up to \$100 toward the cost of your repair. All participants with a qualified leak repair and entry form will be entered to win. Winners will be announced April 30, 2013.

For full details on the contest and resources on how to check your home for leaks, visit AlwaysWaterSmart.com and click on "Fix a Leak."

Picture Yourself Saving Water for a Free Conservation Kit

Submit a photo showing how you save water by fixing a leak, replacing your thirsty grass with climate-appropriate plants, taking your car to a car wash, or other innovative ways, and we'll send you an Always Water Smart conservation kit. Conservation kits, shown below, include a water nozzle, a shower timer, an aerator, leak detection tablets to check for toilet leaks and more.

After you post your photos to our Facebook page you will be contacted for your mailing address through Facebook. Photos may be featured in our monthly newsletter, *Pipelines*, on Facebook or on our website, www.irwd.com.

Participants must be IRWD customers. Photos become property of IRWD. Supplies of conservation kits are limited and are available on a first-come, first-serve basis.



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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IRWD Pipelines Newsletter

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Comments about this publication?
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