



## How to Save the Most Money on Your Water Bill

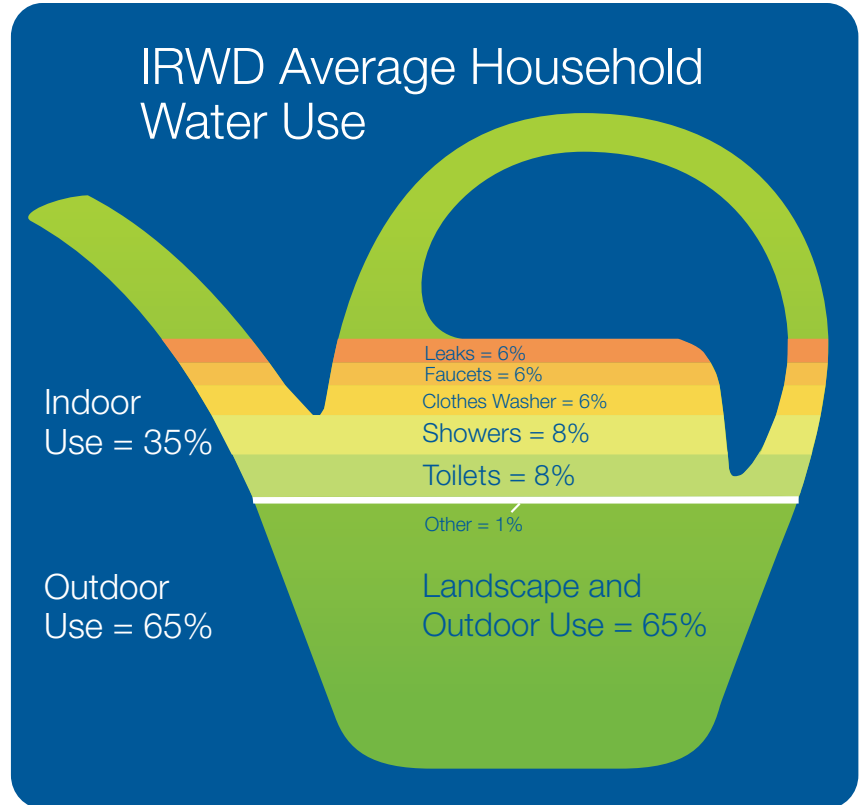
**D**o you think taking shorter showers is the best way to reduce water use? How about fixing a pesky water leak?

In reality, the best way to save the most money on your water bill is to reduce outdoor water use. Outdoor watering can account for up to 65 percent of your total home water use. That's more than the water used for showering, dishwashing, laundry, and toilet flushing combined. Being smart about your outdoor water use is especially important during the warm summer months.

IRWD offers you three key tips to reduce your outdoor water use and save the most money on your water bill:

**Choose the right plants.** Did you know that a California-appropriate landscape uses up to 40 percent less water than a traditional grass-heavy residential landscape? There are beautiful and vibrant plants that can be used to create a colorful and water-efficient garden. IRWD's garden website, [www.irwdCALscape.org](http://www.irwdCALscape.org), offers plenty of options and ideas for customers who are looking for ways to develop an attractive, healthy and water-efficient landscape. It's a one-stop shop with garden tours, garden galleries, a searchable plant database and a garden resources section.

**Use the right tools.** Watering your landscape with efficient equipment, such as rotating nozzles and smart timers, helps you maintain your lawn properly. Checking periodically for leaks in your sprinkler system or for broken sprinkler heads will also help you save water and money. Rebates are available on our website for water-efficient devices, such as rotating spray nozzles (receive up to \$4 per nozzle) and weather-based irrigation controllers (receive up to \$385).



CONTINUED ON PAGE 2  
**How to Save**

## Save the Date: Landscape Open House, October 5

**When:** Saturday, October 5, 9 a.m. to 3 p.m.

**Where:** South Coast Research and Extension Center, 7601 Irvine Blvd, Irvine, CA 92618

**What:** IRWD's Annual Landscape Open House. Talk with experts, view landscapes, watch demonstrations and learn gardening practices to protect and conserve water resources. Free admission and parking.

## 24-Hour Customer Access

IRWD customers can get quick and easy access to their most recent billing and payment information **when they call the main IRWD telephone number, 949-453-5300, 24 hours a day, seven days a week.** Customers will have the option to press 1 for quick access to billing and payment information, or to press 2 to have their call directed to a customer service representative. IRWD customer service representatives are available during regular business hours, 8 a.m. to 5 p.m., Monday through Friday.

“This new self-service feature allows customers to obtain their most recent billing information when it is convenient for them, without having to wait for a customer service specialist,” said Gina Jackson, IRWD Customer Service Manager.



Customers can also pay their bill through the phone system using BillMatrix, with an electronic check, ATM debit card, or credit card displaying any of the following logos: MasterCard, Visa, Discover, PULSE, STAR, NYCE, or ACCEL. There is a service fee of \$3.25 for these forms of payment. The full amount of the fee is passed to BillMatrix as the provider of this service. See our website, [www.irwd.com](http://www.irwd.com), for additional bill payment options.

## New IRWD Rates Effective July 1

The 2013–2014 fiscal year began on July 1, putting in place a new budget approved by the Board of Directors at its June 24 meeting. This year’s budget, which totals \$117.1 million, represents a \$6 million, or 5.4 percent increase from the prior year’s \$111.1 million budget.

The operating budget directs the funds to provide potable water, recycled water and sewer service to IRWD customers. Modest increases in rates and charges for these services took effect on July 1, with an overall percentage rate increase to the average residential customer of 4.4 percent, or \$2.05 per month, for sewer and water combined. The increase in rates is largely due to an average 6 percent increase in the cost of imported water and a 4 percent increase in the cost of groundwater.

Even with this year’s rate change, IRWD continues to offer among the lowest water rates in Orange County.

For information on rates and answers to specific questions, please visit [www.irwd.com](http://www.irwd.com) and click on the “Proposed 2013–14 Rates” quick link. An online calculator displays how your bill may change with the new rates.

## How to Save CONTINUED FROM PAGE 1



**Does your yard look like this? Then you’re overwatering.**

lost to evaporation and wind, and watering in cycles allows maximum absorption into the soil where water is needed—at the roots.

**Reduce watering.** With IRWD’s Irrigation Schedule (available on our website), you can program your sprinkler timer to adequately water your lawn and garden with the least amount of water needed. For example, throughout July and August, grass only needs to be watered four days a week for three cycles (spaced an hour apart) of three minutes each—a total of 36 minutes a week. Watering in the early morning helps reduce water

For more information and resources on saving money on your water bill and reducing your overall water usage, visit [www.alwayswatersmart.com](http://www.alwayswatersmart.com).

## Customer Service Information

IRWD Website Link & Social Media Channels »

### 24 Hour Customer Access


(949) 453-5300  
email: [customerservice@irwd.com](mailto:customerservice@irwd.com)

### Irvine Ranch Water District

15600 Sand Canyon Avenue  
Irvine, California 92618

Visit us: [www.irwd.com](http://www.irwd.com)

 Join our fan page:  
Irvine Ranch Water District

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@AlwaysH2OSmart  
@IRWDemergency

 View our YouTube channel:  
[www.youtube.com/IrvineRanchWD](http://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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