

## SCIENCE FAIR WATER WINNERS

Six IUSD students have been honored for science experiments in the field of water. Story at [IRWD.com/liquid-news](http://IRWD.com/liquid-news).

# pipelines

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## IRWD Resources: We'll Help You Through This

COVID-19 has turned life upside down. But water should not be one of your worries. The IRWD team is working in our plants, in the streets — and from home — to serve you. Here are some updates and resources to help you through this.

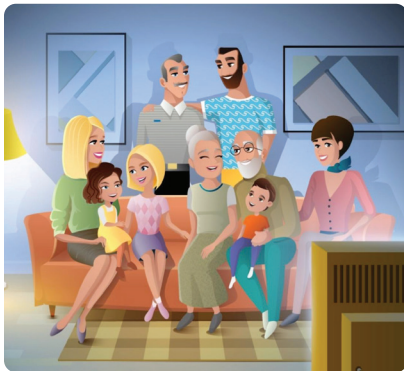
**Click or call for service.** IRWD offices remain closed to the public, but we're here for you. Just visit [IRWD.com](http://IRWD.com), email [CustomerService@IRWD.com](mailto:CustomerService@IRWD.com), or call **949-453-5300**.

Full-service agents are available 8 a.m.-5 p.m. Monday-Thursday. For shorter wait times, **please avoid calling on Mondays**. For quick links to 24/7 service, click [IRWD.com/services](http://IRWD.com/services).



**No late fees or shutoffs.** Trouble paying your bill? Don't worry. Contact Customer Service. IRWD will not charge late fees or disconnect service until further notice.

**More people at home?** Are you concerned your family will exceed its water budget and get a big bill? Good news: You should be fine if you correctly reported the number of people in your home. If you have an extra-full house these days, apply for a temporary COVID-19 budget variance. See [IRWD.com/variance](http://IRWD.com/variance).



**Landscaping goes virtual.** Our popular workshops are now live on Webex. Find them at [RightscapeNow.com/events](http://RightscapeNow.com/events).

**Returning to a closed building?** When people return to buildings and homes that have been closed for weeks, the water needs to be refreshed. To flush out stagnant water, simultaneously turn on all faucets for 10-15 minutes and flush all toilets. Run refrigerator water to refill the water line, and dump all ice through 3-5 cycles. Learn more at [IRWD.com](http://IRWD.com) and [bit.ly/cdc-buildings](https://bit.ly/cdc-buildings).

**Recycled water is safe, too.** IRWD drinking water is safe. Rely on it. The same goes for our recycled water, which is used mostly for watering public landscape. Our treatment processes eliminate microorganisms and viruses. Those disinfection methods are particularly effective against the coronavirus. Details at [IRWD.com](http://IRWD.com).

**Meeting rooms closed.** Community meeting room reservations remain suspended at least through May. Call **949-453-5500** or email [Info@IRWD.com](mailto:Info@IRWD.com) if you have questions.



**Our board comes to you.** IRWD Board of Directors and committee meetings are temporarily being conducted online. Visit [IRWD.com/about-us/board-calendar](http://IRWD.com/about-us/board-calendar) to learn how to participate from home.

**Health and financial aid.** For financial concerns beyond your water bill, visit [211oc.org](http://211oc.org) or dial **211**. For health concerns, visit [OCcovid19.OChealthinfo.com](http://OCcovid19.OChealthinfo.com) or call **833-426-6411**.



### ►► YOUR SERVICE RESOURCE ◀◀

Need customer service? Looking for updates? Visit our Coronavirus Resource Page anytime at [IRWD.com/services](http://IRWD.com/services).

# Wash Hands, Fight Germs and Save Water



Wet hands



Turn off tap



Apply soap



Scrub well  
for 20 seconds

Lather generously:

- Palm to palm
- Back of hands
- Fingers interlaced
- Base of thumbs
- Fingernails
- Wrists



Rinse (warm or cold)



Dry Hands

Source: [CDC.gov/handwashing](https://www.cdc.gov/handwashing)

Health experts say washing your hands frequently is one of the best ways to prevent the spread of COVID-19. And it doesn't require a lot of water. In fact, hand-washing guidelines from the Centers for Disease Control and Prevention specify:

- Wet hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Next, build a thick soapy lather and scrub for at least 20 seconds, or the time it takes to sing "Happy Birthday" twice.
- Done scrubbing? Turn the tap back on and rinse your hands well under running water.
- Dry your hands using a clean towel, or let them air dry.

Learn more at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).

## Ask Juan



**Q:** I'm looking to fix and update my sprinkler system. Can you provide any recommendations?

**A:** A little maintenance goes a long way. Your home irrigation system will waste water if it's programmed incorrectly, a sprinkler head is pointed in the wrong direction, or you have a leak. So remember four simple steps: inspect, connect, direct, and select.

Also consider converting to drip. You don't need to dig up irrigation lines. Drip conversion kits—available online—can use your existing system. Simply cap off any spray heads you don't need and replace the rest with conversion drip bodies, without cutting or gluing. Never mix spray heads and drip irrigation on the same valve. They require very different run times and water line pressure. Spray heads put out water in gpm (gallons per minute) while drip puts out water in gph (gallons per hour).



Learn more at [epa.gov/watersense/sprinkler-spruce-up](https://www.epa.gov/watersense/sprinkler-spruce-up). Visit [RightScapeNow.com/events](https://www.RightScapeNow.com/events) to learn about upcoming programs.

Got landscape questions? Email [AskJuan@IRWD.com](mailto: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](https://www.RightScapeNow.com/landscape-resources/ask-juan).

## California Native Corner Juan's May Plant: Red Buckwheat

This month, I highlight the red buckwheat (*Eriogonum grande* var. *rubescens*), a low-growing dense evergreen perennial from our very own Channel Islands. It prefers full sun near the coast but will need a little protection as it moves inland, so part shade will do best. Colors range from red to pink, flowering June–October. With a little love and care, this spectacular plant will grow and flourish. Like all our native buckwheat, it is a butterfly magnet. Plant it in a mass as a ground cover, as borders, and in rock gardens. Once established, it can do with little to no water. Visit [CalScape.org](https://www.CalScape.org) for more details. — Juan



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