

Click or Call for Service

IRWD offices are temporarily closed.

Need help?

Click IRWD.com/services, email

CustomerService@IRWD.com, or call 949-453-5300.

pipelines

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Irvine Ranch
WATER DISTRICT

Create Five-Foot Safe Zone for Fire

Local firefighters warn that wildfire risks are on the rise. So take control of your vulnerabilities. How you maintain and landscape the five feet around your home or business can make a big difference.

- Keep the corners of the building clear of combustible materials.
- Use noncombustible mulch, such as rock.
- Keep the lawn properly irrigated and use low-growing, non-woody plants. Shrubs and trees are not recommended in the five-foot zone.
- Remove dead vegetation and avoid the accumulation of fallen leaves, needles, and other flammable materials.

Learn more from local firefighters at bit.ly/fire20irwd. Learn how IRWD stays prepared—and how you can too—at bit.ly/ready20irwd.



Keep Devices Out of Your Meter Box

Smart technology offers several new add-on devices that can send you real-time alerts about your water use. Some will shut off the water to your home if a leak is detected.

If you are looking into getting one, take heed: IRWD does not permit add-on devices affixed to the water meter. If we find one, or any other unauthorized equipment inside the meter box, we will promptly remove it.

Why? IRWD owns the water meter, the meter box and everything inside it. We prohibit tampering within the box because we need to ensure unimpeded access to the meter as part of our operations.

Add-on devices are permitted in your home or on your pipes, which run from the meter box to your home. For details and an illustration, please visit bit.ly/meter20irwd.

BEAUTY SECRET No. 27

Everyone needs a path in life.

Remove some sod and add a path. Try some California friendly plants around it. Your yard will glow with newfound energy. Know what's even more beautiful? Incentives for turf removal are available up to \$10,000.

Visit RightScapeNow.com.



Irvine Ranch
Water District

Oozing Sprinkler Heads? Might Be a Valve Leak

Ask Juan



Q: We have noticed for several months that the areas around our sprinkler heads are always wet, even though we have not turned on the sprinklers. We would like to turn them off from the source. How do we do that?

A: Thank you for reaching out.

Moisture around sprinklers can be caused by several things. If the sprinkler heads are at a low point or toward the bottom of a slope, water in the line could be slowly leaking out.

Another issue might be that the sprinkler valve is leaking—and will need to be repaired or replaced. Typically, the irrigation line is drawn from the main line that serves the house. Look in your yard for the shutoff valve or knob, which can stop the water to your sprinklers until repairs are complete. If the knob is stuck, be careful not to break it. If you have additional problems, please call a professional.

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



Old sprinkler valves



Irrigation shutoff valve

Ask Customer Service



Q: What's the best way to reach Customer Service? How do I start or stop my water service?

A: Customer Service is available by phone Monday through Thursday from 8 a.m. to 5 p.m. Call volume is higher on Mondays; call Tuesday–Thursday to avoid long wait times. For nonemergency inquiries, email CustomerService@IRWD.com. Email will be answered in one or two business days.

To start or stop service, residential customers can submit a request online at [IRWD.com/services/start-stop-service](https://www.IRWD.com/services/start-stop-service). Please allow one business day notice. Staff is also available during business hours to process your request by phone, **949-453-5300**.

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

California Native Corner Juan's October Plant: Monkeyflower

Scarlet monkeyflower (*Erythranthe cardinalis*) is a herbaceous perennial found near creeks and springs. It can be planted in full sun but prefers partial shade. Scarlet monkeyflower is showy and attractive with its nectar-rich orange to red flowers that bloom from spring to fall. The foliage is also attractive with its downy, fuzzy appearance. Learn more at [CalScape.org](https://www.CalScape.org) and [CalScape.org/planting-guide.php](https://www.CalScape.org/planting-guide.php). — Juan



Save the Date

Plant Like a Local

Online Webinar

Wednesday, Nov. 18
Noon – 1 p.m.

Learn how to select climate-appropriate plants, when and how to plant them, and how to care for your landscape.

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

Fall Back for Water Efficiency

Daylight saving time ends Nov. 1. When you move your clock back, remember to dial your sprinkler timer back too—and reduce your water use for the cool, wet months. It's also a great time to check your controller battery and check your sprinklers for leaks. Let's all work together for water efficiency!



24-Hour Customer Service: 949-453-5300
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