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IRWD offices are temporarily closed.

Need help?

Click [IRWD.com/services](https://www.irwd.com/services), email CustomerService@IRWD.com, or call 949-453-5300.

pipelines

SEPTEMBER 2020 | NUMBER 9



Irvine Ranch
WATER DISTRICT

High Bill? Possible Leak? Log In and We'll Help

Is your water bill higher than usual and you don't know why? Get to the root of the problem using IRWD's online resources and new virtual leak-detection services.

The first step is to join the Water Insight program—for tools, tips and how-to videos you can explore on your own. Sign up or log in at [IRWD.WaterInsight.com](https://www.irwd.com/WaterInsight.com). (You must be a current customer to access the program.)

If you completed the how-to videos and need additional help, schedule time to discuss any ongoing issues with a member of the IRWD Water Efficiency team.

They can provide information and even arrange a virtual water audit online, to walk you through the leak detection process.

During these virtual audits, customers learn to read a water meter and to check for leaks in and around their homes, including toilets, faucets, pipes, irrigation systems, pools, fountains, and more.

"Virtual audits work," Water Efficiency Specialist Joseph Baquerizo said. "Education is the key and it gives customers the tools they need to become more familiar with managing their home water use."



Water Efficiency Specialist Joseph Baquerizo assists a customer during a virtual audit. He's working from home during the pandemic, but still available to help you.

Here's what you'll need for a successful virtual water audit:

- A smartphone, laptop or tablet.
- Wi-Fi access for Zoom/Webex or an iPhone for FaceTime.
- Include others who may be able to help, such as a landscaper, tech-savvy family member, or property manager.

To request a virtual audit, fill out a contact form at [RightScapeNow.com/contact](https://www.RightScapeNow.com/contact).

BEAUTY SECRET

No. 8

Ditch the same old, same old.

Change it up. Add a little biodiversity to your yard by removing some tired grass and planting beautiful California native vegetation. It might be the spark your yard is looking for.

Know what's even more beautiful?

Incentives for turf removal are available up to \$10,000.

Visit [RightScapeNow.com](https://www.RightScapeNow.com).

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Irvine Ranch
Water District

Save the Date

My Garden, My Watershed

Online Webinar
Wednesday, Oct. 14
Noon – 1 p.m.

Learn the steps to create a water-efficient garden that is watershed conscious. We will discuss creating healthy soils, rainwater capture and reuse, California native plants, efficient irrigation, and much more.

Sign-up required:
RightScapeNow.com/events

Rare Oysters Get a Grip

What's better than finding a pearl in an oyster shell? Using the shell to create habitat for the native Olympia oyster, now functionally extinct.

That's what IRWD has been doing in partnership with Orange County Coastkeeper, which has placed some 40,000 pounds of leftover restaurant oyster shells in Upper Newport Bay. The craggy shells serve as the ideal point of attachment for native oyster larvae looking for a place to fasten and grow.

The program started in 2017, and to date, over 20,000 native adult oysters are living in the bay—three to 10 times what you'd find naturally. See the full story at IRWD.com.



IRWD Wetlands Scientist Mo Wise checks oyster beds. Caretakers stand in crates to avoid sinking in the mud.

Ask Customer Service

Q: What is a water budget variance and who can benefit?

A: Your water bill is based on your monthly water budget, which was set based on the type of home you live in, the typical number of people who live in such a dwelling, and a default amount of landscape area. If you have more than the typical number of people in your home, an extra big yard, or other circumstances such as medical needs or livestock, you might be eligible for a variance—which would increase your water budget and might save you money. Variances must be renewed annually. For more information or to apply or a variance, visit IRWD.com/variance.

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

Ask Juan

Q: I transplanted some succulents from part sun to full sun, and they don't look healthy. Some have dry yellow or brown-spotted leaves. Do I need to move them again? Do they need fertilizer or more water?

A: I am sorry to hear about your plants having issues. If you need to transplant, it should be done in time of dormancy, which is typically the winter. Transplanting during growing season can stress plants out as they need to reestablish their

rooting system. It's also important to consider the plants' exposure requirements (shade, partial shade, full sun, etc.). The yellow leaves and brown spots could be caused by many factors such as nutrient deficiency, overwatering, underwatering, or the stress of the transplant.

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.

California Native Corner Juan's September Plant: California Fuchsia

California fuchsia (*Epilobium canum*) is a delightful native that is found from the central region of California to its southern foothills. Blooming occurs in mid- to late summer and continues well into fall, allowing late-season feeders, such as hummingbirds, to feast on its nectar. California fuchsia can tolerate almost any soil, from sandy to clay. Once the blooms have spent, I recommend you prune this plant down to the ground in mid-winter. Do not worry, as it will spring up the following year. Visit CalScape.org for more details. — Juan



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