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IRWD offices are temporarily closed.

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Click IRWD.com/services, email CustomerService@IRWD.com, or call 949-453-5300.

pipelines

JULY 2021 | NUMBER 7



Irvine Ranch
WATER DISTRICT

Save the date

Control Your Controller

Online webinar

Wednesday, Aug. 18
Noon – 1:30 p.m.

Basic sprinkler timer programming concepts and landscape techniques will help you save water and money. Explore popular weather-based sprinkler controllers on the market and discuss their pros and cons.

San Joaquin Marsh Virtual Tour

Online webinar

Wednesday, Sept. 1
Noon – 1:30 p.m.

Join IRWD for a virtual trip to explore the District's San Joaquin Marsh and Wildlife Sanctuary, and the Marsh Campus, made up of historic and restored ranch houses, the Duck Club and Learning Center. The event includes a video tour, presentations and a Q&A with the experts.

Sign-up required:
RightScape.com/events

Water resilience pays off in dry times

While 2021 has been critically dry in California, Irvine Ranch Water District is well-positioned to weather these conditions for several years. We're in good shape. But saving water is something to always strive for—rain or shine—and IRWD remains at your service with rebates, workshops, and tips to help.

Because of our long history of investing in new and drought-proof sources of water—and thanks to you, our customers, using water wisely—we are able to fully meet the water needs of our community.

IRWD has created one of the most diverse water supply portfolios in California, with investments in groundwater wells, groundwater treatment systems, local water runoff capture, water banking, and one of the most extensive water recycling systems in the nation. Our water-budget-based rate structure encourages efficient water use. We also offer ongoing programs and information to give customers the tools they need to save water.



Recycled water keeps parks and common areas green.

Because of all that, IRWD imports only 14% of our water from outside our immediate area. That means we don't rely heavily on water from Northern California, where the effects of the current drought are most severe. Visit IRWD.com/liquid-news to learn more.

We are in this together. Let's do our part to reduce water use where we can. For the latest on IRWD water-efficiency programs, tools and rebates available, visit RightScape.com.

IRWD assures water quality

When it comes to delivering safe drinking water to our customers, IRWD meets or exceeds all state and federal guidelines.

Ensuring high quality on a day-to-day basis is the primary responsibility of IRWD's Regulatory Compliance Monitoring team members, who fan out into the community, gathering water samples from about 100 drinking water sampling sites.

All water samples are tested in our state-certified Water Quality Laboratory, one of a select group of in-house labs. The results are compiled in the IRWD Annual Water Quality Report, updated each June and available online at IRWD.com/water-report.



Summer gardening

Take some time in these summer months to do some garden maintenance. If you have fruit trees, be sure to remove any diseased or dead branches because pruning can help prevent pest infestations. Do transplanting in the late afternoon or evening so that plants have time to recover during the evening before soaking up morning rays. Find more gardening advice for this season in the newest edition of *The Dirt* at RightScope.com/the-dirt.



times and short runtimes unless you feel the need to allow the water to permeate the soil deeper. With spray heads, it's always better to have multiple start times and short runtimes since they apply water quickly. Visit WateringGuide.com for more information.

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 RightScope.com/landscape-resources/ask-juan.

California native corner Juan's July plant: bush poppy

Bush poppy (*Dendromecon rigida*) is an evergreen native shrub that is found throughout California down into Mexico. You can find it growing locally all throughout our hillsides. It has long, narrow leaves that have a leathery feel. It does well in full sun and can go without supplemental water after establishment. Bush poppy can be used as an informal hedge or small tree and is excellent as a backdrop accent in a habitat garden. Learn more at CalScape.org and CalScape.org/planting-guide.php. — Juan



Outreach over the years

IRWD uses a variety of communication tools to build relationships with our customers and keep them informed. It started in the 1970s, with a one-page newsletter mailed with billing statements to keep customers updated on District news and events.

In the 1990s, a seasonal water education newsletter was born. Local teachers used it to share information with their students about poster contests, science fairs and fun facts about water. Also in the '90s, water efficiency was a hot topic due to growing concerns of drought, and IRWD revamped its one-page newsletter to include information on water saving ideas, resources and rebates—a precursor to what is now your monthly *Pipelines* newsletter.

Learn more at IRWD.com/liquid-news.

A special legislative issue of *Pipelines* in 2006 earned celebrity status with a story on synthetic turf that was part of the PBS video series, *California's Water* with Huell Howser. Howser, third from left, with IRWD staff during the taping.



Ask Customer Service

Q: Why do service charges vary each month?

A: IRWD provides water service throughout the District service area and sewer service for most areas of the District. Service charges are assessed to cover the costs of daily operations, maintenance, and infrastructure. They vary according to the number of days in the billing cycle, which is typically between 28 and 33 days, but can occasionally be a bit shorter or longer. The length and dates of the billing cycle appear on page 3 of your bill under "Billing Details." For billing inquiries, please contact Customer Service at CustomerService@IRWD.com or call 949-453-5300.

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

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