

Irvine Ranch Water District Pipelines

The Newsletter of Irvine Ranch Water District / February 2005
Volume 2005 Number 2

NEW PAYMENT OPTIONS

Beginning February 1, Irvine Ranch Water District customers now have the ability to pay their water bills on-line or by phone using a credit card or an Electronic Funds Transfer (EFT) from their checking or savings account.

On-line Payment Option:

This option allows customers to process a payment on-line by visiting this secure site: <https://www.paybill.com/irwd>. You may also access this site from IRWD's home page at www.irwd.com. Payments can be made anytime day or night. There is a \$4.95 convenience fee for this service from EDS, a third party vendor. Customers can authorize an Electronic Funds Transfer (EFT) from their bank account (checking or savings) or use their credit card (Visa, MasterCard, American Express or Discover card).

Pay-by-phone Option:

Customers may call (866) 500-5256 to process a payment by phone. Payments can be made anytime day or night. There is a \$4.95 convenience fee for this service from EDS, a third party vendor. Customers can authorize an Electronic Funds Transfer (EFT) from their bank account (checking or savings) or use their credit card (Visa, MasterCard, American Express or Discover card).

You may continue to use the following payment options:

- **Automatic Payment** - Your water bill is paid by direct debit from your checking account each month. **There is no charge for this service.** Call Customer Service at (949) 453-5300 to request an enrollment form, or print one from IRWD's Web site at www.irwd.com.
- **In Person** - Water bill payments may be made in the Customer Service Department at IRWD's Headquarters, 15600 Sand Canyon Avenue, Irvine. Office hours are 7:30 a.m. to 5 p.m. Monday through Thursday and 8 a.m. to 5 p.m. on Fridays.

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Construction on San Joaquin Reservoir Completed; Filling Begun

The conversion of the San Joaquin Reservoir from a drinking water to a recycled water reservoir was recently completed. Refilling of the reservoir began in December.

The San Joaquin Reservoir, an open, man-made reservoir, was built in 1966 and is located in Newport Beach. The reservoir was previously used to provide drinking water to customers of seven cities and water districts. However, after the enactment of more stringent water quality regulations that prohibited storage of drinking water in an open reservoir, the facility was drained and has not stored water since 1994. The surrounding neighbors expressed a desire to restore a water view.

In 2001, IRWD proposed the conversion from a drinking to reclaimed water storage facility and purchased the reservoir from the other owners. Because reclaimed water is used for irrigation and not for drinking, it can be safely stored in an open reservoir without a cover. IRWD purchased the reservoir from the six other owners and began work in 2004. The reservoir will provide much

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San Joaquin Reservoir

needed seasonal storage for recycled water. Operation of the reservoir will maximize storage during the winter months when irrigation demands are lower. Water will then be withdrawn from the reservoir in the summer months to provide landscape irrigation water for surrounding areas including Irvine, Newport Coast, and portions of Newport Beach.

Converting this reservoir from one system to another was no small task. Five inter-related projects—including pipelines, pump station, and other infrastructure—were involved in order to complete the conversion. Construction was completed on-time, within budget, and the reservoir now provides IRWD with an additional one billion gallons of water storage, which doubles the District’s recycled water capacity.



Know Your H₂O

Irvine Ranch Water District offers FREE water education programs and materials to all public, private and home schools located within our service area.

- Classroom programs correlated with the California curriculum content standards are available to grades K-12.
- Free field trips are available to the Michelson Water Reclamation Plant for students in grades 5 and above. Field trips to the San Joaquin Marsh and Wildlife Sanctuary are available to students in grades 3 and above.
- Numerous water education videos are available to teachers within the IRWD service area for a two-week check-out period.

Call (949) 453-5500 for information.

Free Water Awareness Tours

Irvine Ranch Water District (IRWD) offers free Water Awareness Tours to all its customers. Spring tours are scheduled for Saturday, April 30, Friday, May 13 and Saturday, May 14. These tours, open to those who live or work within IRWD boundaries, are an excellent opportunity to gain valuable information about the water system, wastewater treatment, and reclaimed water use.

Tours include a discussion of water supply issues, rates, water conservation, water quality, the distribution system and other issues. Also featured are tours of the Water Quality Laboratory, the Michelson Water Reclamation Plant, and other District facilities. A special attraction is a guided tour of a portion of the San Joaquin Wildlife Sanctuary.

The free tours start promptly at 8 a.m. and conclude at approximately 2 p.m. Lunch is provided.

To sign up, customers may send in the form (at right), register on the IRWD Web site at www.irwd.com, or call (949) 453-5500. The tours fill very quickly and are first-come first-served based on the date we receive your reservation. You will receive a call if your selection is not available and you can choose another date or be placed on a waiting list. Tours are limited to those 16 years of age or older. For more information, call (949) 453-5500.

RESIDENT TOUR REGISTRATION FORM

Yes, I am interested in learning more about IRWD. Please make reservations for the following tour:

___ Saturday, April 30

___ Friday, May 13 ___ Saturday, May 14

Number of adults in party: _____

Names of each person attending:

Address _____

City _____

Zip _____

Home phone _____

Work phone _____

e-mail: _____

Please return this form to: IRWD Public Affairs Department, P.O. Box 57000, Irvine, CA 92619-7000. For further information, call (949) 453-5500 or visit our Web site at www.irwd.com.

Water Conservation Tips



- Too much water can stress plants and leave them susceptible to disease. According to the California Association of Nurserymen, more plants are lost due to over-watering than to any other cause. If you think you need to water, check the moisture of the soil 3-6" below the surface. With our heavy clay soils, the surface may look dry, but the clay remains moist beneath the surface.
- Avoid fertilizing your lawn this month. Fertilizers applied during this time of year are more likely to get washed away by rain, contributing to pollution in the waterways. Cool season lawns can be fertilized in the spring and fall; warm season lawns can be fertilized in late spring and summer.
- Bare root season for fruit trees and roses. Water to keep the plants moist, but not wet. Water deeply, not frequently. Hand water the new plants directly in the early morning. Allow about an hour for the water to soak in before re-applying.

Suggested Weekly Watering Schedule for the Months of February and March

WEEKLY WATERING SCHEDULE FOR SPRAY HEAD IRRIGATION SYSTEMS

	Turf grass	Trees, shrubs, groundcover	Percent Option**
February	1-2 days, 1-2 cycles* of 2 minutes	1 day, 2 cycles* of 3 minutes	30%**
March	1-3 days, 1-2 cycles* of 2-3 minutes	2 days, 2 cycles* of 3 minutes	50%**

Turn water off when it rains and let soil dry before turning water on again.

*By "cycling" your irrigation timer to turn on for the suggested number of minutes an hour apart, you reduce runoff and gain deeper watering and healthier root growth. Start with this weekly schedule and increase the times only if your plants show signs of stress. If stress occurs only in isolated areas, check your irrigation system before increasing the time. If it rains, keep the system off.

**Some irrigation controllers have a feature by which the watering time can be set by changing the percentage instead of specifically entering the days, cycles and minutes. If you don't have the instructions for your controller, check the manufacturer's website. Many controller manufacturers provide online access to the owner's manual.

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New Payment Options

- By Mail - Mail your water bill payment stub along with your check in the courtesy reply envelope provided with your bill.
- Other electronic payment options - If your financial institution offers either pay-by-phone or computer-based home banking, you have the option of paying your water bill through most of

these electronic services. For more information contact your financial institution. There is no need to sign up with **IRWD for either of these electronic payment options**. IRWD does not charge for these services, however some banking institutions charge a fee.

Questions about the new payment options can be answered by calling IRWD Customer Service at (949) 453-5300.

Irvine Ranch Water District offices will be closed on the following holidays:

- Monday, February 21 - President's Day holiday
- Friday, March 25 - IRWD Holiday

SHADETREE PARTNERSHIP EVENTS

- Community service hours are available for all volunteer tree planting activities. For more information call (949) 453-5670 or visit their Web site at www.shadetreepartnership.org.

SEA AND SAGE AUDUBON ACTIVITIES

- For more information visit their Web site at www.seaandsageaudubon.org or call the Audubon House at (949) 261-7963.

CITY OF IRVINE EVENTS

- The City of Irvine will host a free Spring Concert Series featuring the California Concert Artists on **March 6, April 10 and May 22**, and the Orange County Women's Chorus on **March 20** in the Irvine Civic Center Council Chambers. Light refreshments will be served at 3:30 p.m., with performances beginning at 4 p.m. on each of the scheduled dates. For more information and registration, visit www.ci.irvine.ca.us or call (949) 724-6606.
- Day in the Park to celebrate the Week of the Child on **Saturday, April 9** from 10 a.m. to 1 p.m. at Heritage Community Park. This free family event includes entertainment and interactive booths geared towards toddlers through school-aged children. For additional information, call (949) 724-6635.

IRVINE GARDEN CLUB - Monday, March 7 starting at 6:30 p.m.

Adam Coad, A.C.C.N., will be giving a presentation on California native plants. He will describe which plants grow well in the area and do not use much water. The meeting will be held at the Irvine Ranch Water District offices, 15600 Sand Canyon Road, Irvine. The group meets the first Monday of the month. The goal of the garden club is to learn from one another and share gardening tips. For information call Carol Green (949) 551-3962.

2005 Hot Rodz of Irvine at Park Place (corner of Jamboree and Michelson) •

Saturday, May 14 from 10 a.m. to 4 p.m.

The Irvine Chamber of Commerce will hold the second-annual Hot Rodz of Irvine Show featuring pre-1972 hot rods, hot rod trucks, muscle cars and customs. Car owners will compete for more than 30 awards handed out to the top cars in several categories. Attendees will be able to view custom cars, get information from exhibitors and enjoy great food from local restaurants. Elm Street Band will provide live "surf" music during the event. Parking is \$5 per car and gate admission is free. A portion of the proceeds will benefit the children and families of the Assessment and Treatment Services Center. For more information please call Rachel Larson at (949) 660-9112, Ext. 128.

FAMILIES FORWARD

The holiday food donations to the Families Forward food pantry were wonderful; however, the number of families requesting items was greater. The following items are in low supply: medium and large size diapers, pancake mix, syrup, jelly, peanut butter, applesauce, cake mix, frosting, laundry detergent and cleaning detergent. Donations may be dropped off at Families Forward, 9221 Irvine Blvd., Irvine, anytime between 9 a.m. and 5 p.m., Monday through Thursday or 9 a.m. to 1 p.m., on Friday. Donations are greatly appreciated!

As a service to residents we feature a calendar of community events in "Pipelines." Events or activities of community-wide interest can be included in the calendar on a space available basis. We reserve the right to print those items of most interest to the public. If your group has an event you would like to include, please submit written information at least two months prior to your event. Please include date, time, place, contact person's name and telephone number. Mail your request to: Public Affairs Department, IRWD, P.O. Box 57000, Irvine, CA 92619-7000, fax your request to (949) 453-0527, or e-mail your request to velazque@irwd.com.

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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Pipelines

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For comments, suggestions or questions, call (949) 453-5500.

**24 Hour Service
(949) 453-5300**

Should you discover a disruption in your water service or other problems call the IRWD 24-hour emergency line and a representative will assist you.

Visit the IRWD Web site:

www.irwd.com

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