

Irvine Ranch Water District Pipelines

The Newsletter of Irvine Ranch Water District / March 2005
Volume 2005 Number 3

NEW PAYMENT OPTIONS

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.

- Customers can authorize an Electronic Funds Transfer (EFT) from their bank account (checking or savings). There is a \$2.50 convenience fee for this service from EDS, a third party vendor.
- Customers can use their credit card (Visa, MasterCard, American Express or Discover card). There is a \$4.95 convenience fee for this service from EDS.

Pay-by-phone Option:

Customers may call (866) 500-5256 to process a payment by phone. Payments can be made anytime day or night.

- Customers can authorize an Electronic Funds Transfer (EFT) from their bank account (checking or savings). There is a \$2.50 convenience fee for this service from EDS.
- Customers can use their credit card (Visa, MasterCard, American Express or Discover card). There is a \$4.95 convenience fee for this service from EDS.

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.

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Planting the Seeds of Community Service

How do you instill a sense of community in children? Get 'em while they're young! That's just what Brownie Troop 2084 leader Sheila Fitzgerald is doing with her group of 17 girls from Irvine.

"We want the girls to learn the concept of community service for them to see what it takes to make a difference," she said. The girls have gathered gifts for distribution to children on Indian reservations and have put together birthday party packs for children in Families Forward transitional housing.

One day recently, the troop met with Dale Skidmore of Irvine Ranch Water District and the Shadetree Partnership to gather acorns from a neighborhood in Santa Ana that has many oak trees. Shadetree Partnership is a non-profit organization that promotes more livable communities through the planting and stewardship of shade trees. Once the thousands of acorns were gathered, another day was arranged to meet at Shadetree's UC Irvine nursery.

"I thought the girls would get bored after a while, but they really had fun gathering the acorns," Fitzgerald said.

At the nursery, Skidmore showed the girls how to sort out acceptable acorns from rejects. Those with wormholes were immediately tossed out.

Then the fun began – the next step was for the girls to plant the acorns into two-inch pots, which would be nurtured in one of Shadetree's greenhouses. Under Skidmore's supervision, the

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Waterless Urinals Debut at IRWD

In keeping with its water conservation philosophy, Irvine Ranch Water District has installed four state-of-the-art waterless urinals at its headquarters office. Recycled water continues to be used for toilet flushing in all District facilities.

The F-1000 waterless urinals manufactured by Falcon Waterfree Technologies were installed in January.

The urinal looks like any other, except there is no need to flush. The trick is in the cartridge installed at the base. Contained within the cartridge is the sealant liquid, which forms a

barrier between the open air and urine as it makes its way through the cartridge. All odors are sealed within the cartridge, which is specifically designed to collect uric sediment. The cartridge then allows the remaining urine to flow into the drainage pipe. All that remains is an odor-free environment, clean pipes and no water waste. The cartridges are changed two to four times per year.

“The urinals are being tested with the possibility of replacing the rest of the District’s 26 urinals with the waterless models,” said Mark Tettermer, District Water Resources Manager.

Free Water Awareness Tours

Irvine Ranch Water District (IRWD) offers free Water Awareness Tours to all its customers. Seats are still available for the tours on 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.

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New Payment Options

- **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.
- **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.



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Planting the Seeds of Community Service

girls scooped potting soil from a wheelbarrow into the growing flats, pressed in their acorns, and then added more potting soil. When the seedlings are large enough, they will be transplanted into larger pots and become part of Shadetree's inventory.

Eventually the trees will be planted at local parks, schools and other locations.

Water Conservation Tips



- **March/April is the most active growth period for turf grass and other plants.** Be sure to water adequately, but don't over water.
- **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.
- **Aerate your soil:** Heavy Orange County soils compact easily, making it difficult for plants to send their roots deep.
- **Amend your soil.** Composted mulch and other soil amendments incorporated into the soil greatly improve its texture.
- **Change the battery in your irrigation controller.** If your sprinkler timer has a backup battery, now is a good time to install a fresh one.

Suggested Weekly Watering Schedule for the Months of March and April

WEEKLY WATERING SCHEDULE FOR SPRAY HEAD IRRIGATION SYSTEMS			
	Turf grass	Trees, shrubs, groundcover	Percent Option**
March	1-3 days, 1-2 cycles* of 2-3 minutes	2 days, 2 cycles* of 3 minutes	50%**
April	2-3 days, 1-3 cycles* of 2-4 minutes	2 days, 2 cycles* of 4 minutes	70%**

**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.*

***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.*

Irvine Ranch Water District offices will be closed on the following 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 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.
- Saturday, April 9 from 10 a.m. to 1 p.m. - Day in the Park to celebrate the Week of the Child. at Heritage Community Park. This free family event includes entertainment and interactive booths geared toward toddlers through school-aged children. For additional information, call (949) 724-6635.
- Wednesday, April 13 from 6:30 to 8 p.m. - City of Irvine is hosting a Community Forum on "Streets and Traffic: Where We Are and Where We Are Going" in the Council Chambers at the Irvine Civic Center. Learn more about the programs the City is developing in the areas of traffic signal coordination and neighborhood traffic programs. For more information call (949) 724-7365.

IRVINE GARDEN CLUB - Monday, April 4 starting at 6:30 p.m.

Dave Brandt from Wild Birds Unlimited will give a presentation on "Wild Birds Habitat." Dave will discuss what type of plants attract birds to gardens. The meeting is 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.

CELEBRATE UCI - Saturday, April 16 from 9 a.m. to 5 p.m.

You're invited to UC Irvine's 27th annual open house! This event features games and rides for children, an Earth Day celebration, academic information, car show, campus tram tours, Wayzgoose Medieval Faire with food booths, demonstrations, prize drawings and much more. It's an excellent opportunity to bring family and friends to visit and see what's new with the campus. Join the alumni, staff, faculty, and students at Celebrate UCI. Events and Parking are FREE. For more information, call UCI at (949) 824-5182 or visit their website at www.uci.edu/celebrate.



EARTH DAY 2005 - LEARNING FROM NATURE • Sunday, April 24 from 11 a.m. to 4 p.m. at the Peter and Mary Muth Interpretive Center, 2301 University Drive, Newport Beach, at the corner of University and Irvine Avenue

Come join the 15th annual Earth Day celebration to be held at the OC Harbors, Beaches and Parks (HBP) Peter and Mary Muth Interpretive Center. Earth Day is a time to think about how to protect our planet. There are many ways to do so - recycling, reusing, conserving resources, preventing pollution. Take part in a Scavenger Hunt (for ages eight and under, nine to 13 and 14 to adult) to learn how plants and animals recycle, reuse and conserve. Festivities include: interpretive programs; activities for all ages; tanks with sharks, rays and other marine life; science discovery and craft booths; environmental exhibits; face painting; live music and much more. Free parking, admission and activities. Refreshments available. For more information, please call (949) 923-2269.

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

- Families Forward is seeking twin, full and queen size bed linens including mattress pads, sheets, blankets and comforters. New bed pillows and bath towels are also in demand for the transitional homes. Donations may be delivered to the Families Forward office at 9221 Irvine Blvd., Irvine, from 9 a.m. to 5 p.m. Monday through Thursday or 9 a.m. to 1 p.m. Friday. Donations are greatly appreciated.
- To schedule a speaker for your agency or organization to learn more about the services, programs and volunteer opportunities at Families Forward, call Sally or Jessica at (949) 552-2727.

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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