

pipelines



Water Dependability: Shaping our Past and Ensuring our Future

Water. It's why Irvine Ranch Water District was created 50 years ago. We provide high-quality drinking water, reliable wastewater collection and treatment, ground-breaking recycled water programs, and environmentally sound urban runoff treatment to more than 330,000 residents. Anyone can deliver water...but IRWD prides itself on delivering much more.

During the past 50 years, we've not only delivered water, but value in all we do for our customers and the region. IRWD is known for its progressive programs – from providing quality water, to diversifying our water portfolio and even planning now to ensure future water supplies – we believe in going above and beyond to work efficiently, cost-effectively and in an environmentally-sensitive way.

High Quality Water

Customers can trust IRWD to provide clean, safe water that meets or exceeds all state and federal government quality standards. Our commitment to innovation makes our water quality laboratory one of the best equipped in Southern California. Our water quality staff continuously monitor the water supply, conducting over a quarter of a million laboratory tests each year on water taken from over 99 sample points throughout the district.

Reliable and Diversified Supply

A diverse IRWD water supply portfolio helps to keep rates as low as possible. Everyone's heard the adage "don't put all your eggs in one basket." In the water business that means not relying on just one source of water.

Some parts of Orange County are 100 percent dependent on water from outside this area. Not so at IRWD. Since the late 1970s we've been building a network of local wells to ensure reliability and reasonable costs. After all, local water costs less than water that must travel hundreds of miles through aqueducts to reach Southern California.

IRWD's drinking water comes from two primary sources: local groundwater and imported water. The blending of these sources varies according to the time of year and the customer's geographic location within the District. *Continued on page 2...*

Artistic? Aqua Duck needs your help!

Hatched in the spring of '76, our beloved water conservation mascot, Aqua Duck, is nearly 35 years old and starting to show his age.

To give Aqua Duck a fresh look, IRWD is sponsoring an Aqua Duck Makeover Contest. Aspiring artists are invited to submit a traditional drawing or an electronic Adobe Illustrator rendering of Aqua Duck that reflects today's cool graphic styling.

Please visit www.alwayswatersmart.com and click on "Aqua Duck" for full contest details. May the best make-over win!



This was the view of the San Joaquin Reservoir in Newport Beach in 1985 before it was drained. The empty reservoir was rehabilitated and later refilled in 2005 with recycled water. Local residents still have a great water view! Can you spot your home in this picture?



Registration Open for Summer Camp at the Marsh

We may have had some rain and the March winds might be blowing, but it's not too early to begin thinking about summer camp.

Once again, the Discovery Science Center is offering six one-week

sessions of camp that encourage children, ages five through 10, to enjoy the great outdoors at the IRWD San Joaquin Marsh.

The "Summer Smiles" sessions are geared toward youngsters five and six years old. Campers will investigate the world of frogs, leaves and butterflies and even get down in the dirt. Sessions are July 11-15; Aug. 8-12 and Aug. 15-19. Hours of camp are 9 a.m. to 12:30 p.m.

The "Project Discovery" sessions are for future engineers or designers, age seven through 10. This camp is all about hands-on activities such as building a wind-powered car, dropping an egg without breaking it and constructing a catapult. Campers will also explore chemistry basics. Sessions are July 18-22; July 25-29 and Aug. 2-5. Hours of camp are 9 a.m. to 2:30 p.m.

Space is limited, so register today by calling (714) 913-5030 or by visiting www.discoverycube.org.

Save the Date: Celebrate UCI on April 16

One day. One campus. Many options. Come to "Celebrate UCI" on Saturday, April 16. This spring event features a fun-filled outdoor festival, open house and car show. Many UCI offices and services will be open or have staff available with information for everyone, especially prospective students.

To learn more details about this entertaining free event, visit www.irwd.com's "Community Programs" section and click on "Community Partners."

While you're there, take a moment to check out our new "Community Calendar" page for daily listings of non-profit events happening throughout the IRWD service area.



Irvine Ranch Water District

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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Don't Let \$50 Pass you By!

In honor of IRWD's 50th anniversary, customers who submit receipts for leak repairs dated between February 15 and March 31 will be entered to win up to \$50 toward their repair costs. Last year, 25 percent of participants won a reimbursement check and we're expecting even more winners this year! The promotion is in partnership with WaterSense's Fix a Leak Week 2011, ongoing March 14-20.

To participate in this special promotion, customers should:

1. Find and fix all water leaks promptly.
2. Call IRWD customer service at (949) 453-5300 for a one-time courtesy leak adjustment on your water bill to avoid over-allocation charges.
3. Mail in original receipts, dated between Feb. 15 and March 31.

All participants will be entered to win up to \$50 toward repair costs and receive a complimentary conservation kit (shown below, at right) to encourage customers to be always water smart! For full details, visit www.alwayswatersmart.com and click on "Fix a Leak 2011".

Free Conservation Device Sampler Kit

Customers who participate in the Fix a Leak 2011 promotion will automatically receive a free Conservation Device Sampler Kit, which includes: one water-saving hose nozzle, one low-flow showerhead, one five-minute shower timer, one low-flow kitchen faucet aerator, one low-flow bathroom faucet aerator, one teflon tape roll and a packet of two leak detection dye tablets. All other customers may order a free kit online at www.alwayswatersmart.com. Click on "Free Conservation Kit."

24-Hour Service (949) 453-5300

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

24-Hour Online or Mobile Access

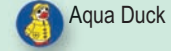
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IRWD's YouTube channel is:
IrvineRanchWD



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Recycled Water: An Innovative Approach

As a pioneer in the field of recycled water, IRWD believes that water is too valuable to be used just once. Water recycling is an essential component of our water supply portfolio, as any demand met with recycled water reduces the demand for high-quality drinking water. Currently, IRWD meets roughly 25 percent of our service area's water demands with recycled water. The use of recycled water extends our drinking water supplies, reduces the need for additional potable water facilities, reduces the amount of treated wastewater discharged into the ocean, reduces our reliance on costly imported water supplies, and increases our water supply reliability. In fact, the use of recycled water is a key component of IRWD's conservation and water use efficiency programs as every gallon of recycled water used results in a gallon of drinking water that can be saved for potable uses.

Planning Ahead

Saving for a rainy day is important. How about saving for not-so-rainy day? IRWD has entered into innovative water banking agreements that allow water to be set aside in plentiful years for later use during droughts. This is just one of many ways that we can ensure a reliable water supply.

The value IRWD delivers goes beyond making sure that when you turn on the tap you get the water you need. We are committed to protecting both our water resources and the environment we all depend on for our water.

There's Still Room on the Bus!



Sign up for one of our educational and entertaining resident tours.

This year's tours are special because we are celebrating 50 years of value to the community.

Available tour dates are: Fridays, **April 1** and **April 29**; Saturdays, **May 7** and **May 21**. Tours begin at 9 a.m. and conclude at about 1:30 p.m. To sign up go to www.irwd.com, and click on the "Tours" web page of the "Community Programs" section.