

Planning a move?

IRWD accepts online requests to start or stop service at [IRWD.com/startstop](https://www.irwd.com/startstop)

pipelines

APRIL 2024



Irvine Ranch Water District

Save the date

Plant Like a Local

Saturday, May 4
10 a.m. – 11:30 a.m.

Learn about California native pollinator plants and attend for the chance to win a Butterfly Bundle!

Sign-up required:
[IRWD.com/events](https://www.irwd.com/events)

Community Tour

Friday, May 17
10 a.m. – 2 p.m.

Join us for a 3-mile walking tour of our Michelson Water Recycling Plant and San Joaquin Marsh Wildlife Sanctuary.

Sign-up required:
[IRWD.com/events](https://www.irwd.com/events)

Grow Food Anywhere

Saturday, June 15
10 a.m. – 11:30 a.m.

Learn how to grow fruits and vegetables in small spaces and containers at this workshop co-hosted by OC Master Gardeners.

Sign-up required:
[IRWD.com/events](https://www.irwd.com/events)

Goodbye yellow, hello beautiful!

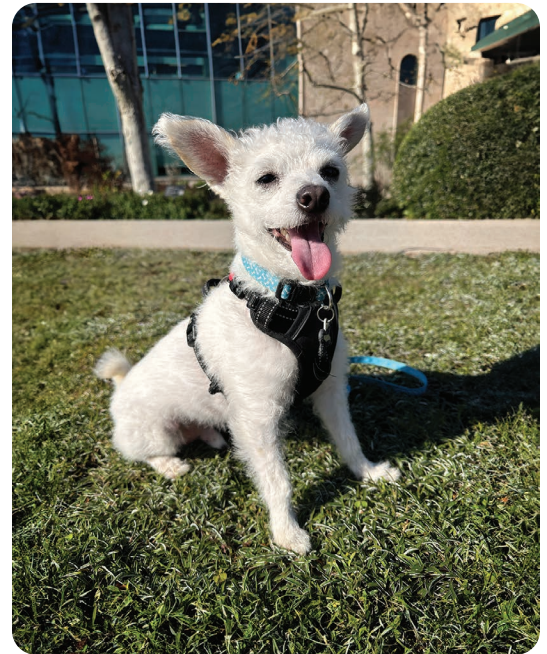
Is your landscape going to the dogs?

Backyards are ideal spaces for pets to romp, explore and do their business. But their urine contains a high concentration of nitrogen that burns grass, leaving ugly yellow patches behind. Why not consider an alternate groundcover that will tolerate tinkling, add beauty to your landscape, and save water to boot?

Silver carpet (*Dymondia margaretae*) creates a dense mat of low-lying foliage with delicate yellow blooms in late spring and summer. Its striped leaves create a silvery sheen for a soft, glowing effect, with no mowing required.

Elfin thyme (*Thymus serpyllum*) blooms profusely in summer with clusters of tiny, lavender-pink flowers that attract butterflies. This is a hardy alternative to turf, growing just 2 inches in height. To maintain, shear to half an inch in early spring.

Visit [IRWD.com/landscape](https://www.irwd.com/landscape) and click on the guided plant search under “Beautiful Gardens” for other suggestions.



IRWD canine fan, Benny, is loving life in a patch of silver carpet.

IRWD honored for transparency

Irvine Ranch Water District has received its third District Transparency Certificate of Excellence from the Special District Leadership Foundation, recognizing years of outstanding public engagement, ethical leadership and openness.

IRWD received its first three-year certification in 2018, and its second in 2021. This year's certificate will carry the District into 2027.

To receive the award, IRWD demonstrated completion of essential transparency

requirements, including ethics training for all board members, properly conducting open public meetings, and filing financial transactions and compensation reports to the State Controller in a timely manner.

The Special District Leadership Foundation created the certificate program to promote public transparency and give agencies an opportunity to showcase their methods for engaging with the public and keeping them informed. Key information about IRWD can be found under the “About Us” tab at [IRWD.com](https://www.irwd.com).

Below the surface of your water bill

On the surface, your bill is pretty simple: Use more water and the bill goes up. Use less and it goes down. That's because IRWD uses a budget-based rate structure—which provides the water you need and gives you control to save money. But a lot goes into your water bill. Here's a deeper look:

Basic components of your bill

- 1) Water usage charges:** Variable costs – for the amount of water you use.
- 2) Service charges:** Fixed costs – to recover the expenses of maintaining IRWD's water distribution infrastructure, pipes, treatment plants, and sewers.

The variable charges


To encourage wise water use, each residence is assigned a monthly water usage budget. How much you pay for each CCF of water depends on whether you stay within your budget. Rates are broken into four tiers. **Each tier is assigned a rate based on the actual cost of service**, which varies according to the water source. For example, groundwater from local wells

is least expensive, while imported water from out of state or Northern California costs the most. The low volume and base rate tiers reward customers who use water within budget, which reduces the need to import expensive water.

Rate tier	Water budget	Rate per CCF	
Tier 1: Low volume	Up to 40% of your budget	\$1.75	Water use within monthly budget
Tier 2: Base rate	41% to 100% of your budget	\$2.52	
Tier 3: Inefficient	101% to 140% of your budget	\$6.25	Water use over monthly budget
Tier 4: Wasteful	141% and over of your budget	\$15.49	

The fixed charges

In addition to the water usage charges that you control, your bill contains fixed charges for water service and sewer service. Water service charges are based on the size of the meter required to provide flow for the property. These charges—to recover IRWD's fixed infrastructure costs—are assessed whether or not you use water that month.

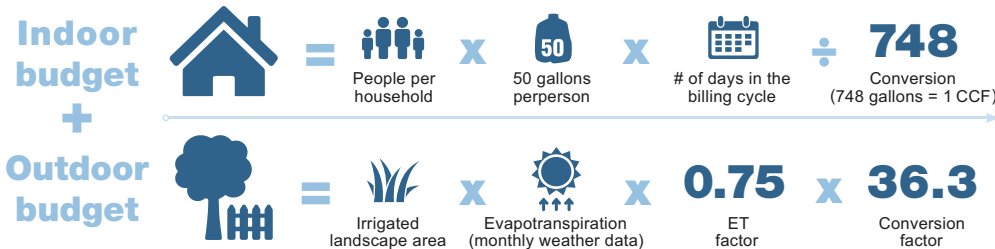


What's a CCF? It's the basic water measurement used on your bill. CCF is short for 100 cubic feet. **1 CCF = 748 gallons.**

How your water budget is calculated

Your monthly household water usage budget is the sum of your indoor + outdoor budgets. Together they represent an efficient volume of water to meet your individualized water needs.

- Your indoor budget is simple: 50 gallons per person per day (divided by 748, to convert gallons to CCF).
- Your outdoor budget is calculated for your property using actual data from local weather stations. We calculate your irrigated landscape area (in acres) x evapotranspiration (actual daily plant water loss in cubic inches) x 0.75 ET factor (to account for the fact that at least 40% of your landscape should be drought-tolerant) x 36.3 conversion factor (to convert acre-inches into CCF).



Where to learn more

For details, including nonresidential rates, visit IRWD.com/services/understanding-your-bill. You'll see a link to a sample bill with explanations. Have questions or concerns? Contact CustomerService@IRWD.com or 949-453-5300.





Q: Juan, my gardener recently found a broken irrigation line in my yard, which he repaired. I just got my bill and it's higher than usual. Can I get an adjustment since we fixed the problem?


A: Since you repaired the irrigation issue, if your water use is currently back within your budget you might qualify for an adjustment. Our Customer Service Department can help you with that at 949-453-5300 or at CustomerService@IRWD.com. In the future, it's


wise to check your sprinklers at least once a month to catch any leaks or breaks that may cause water waste. Keep up the good work.

Got landscape questions? Email AskJuan@IRWD.com or ask on Facebook, X (Twitter) or Instagram with [#irwdcommunity](https://www.instagram.com/irwdcommunity). See past answers at IRWD.com/AskJuan.

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