

pipelines

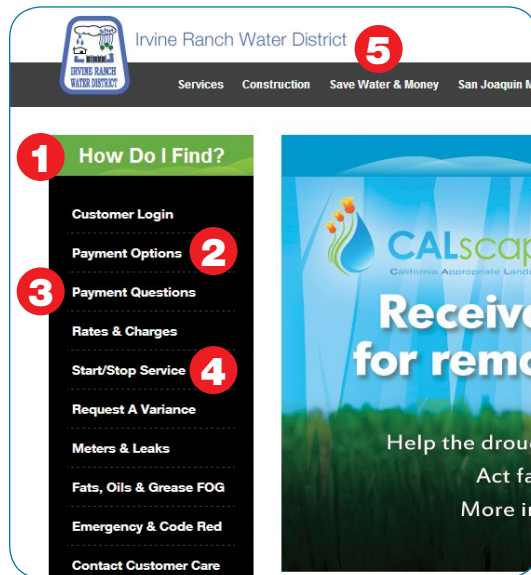


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Save Time, Go Online

How the IRWD Website Can Help You

- 1 How Do I Find?** This section is your one-stop shop for your water bill. "Customer Login" gives you complete access to your IRWD account. Quick access to other services you can do online includes starting or stopping your service, requesting a variance, and how to check for leaks.
- 2 Payment Options.** There are several ways to pay your bill. You can pay online through eBill, by smartphone with the Check Mobile App, over the telephone or computer with BillMatrix® (for a \$3.25 fee), by mail, in person or through the drop box located in the parking lot of our offices (15600 Sand Canyon Avenue, Irvine).
- 3 Payment Questions.** Payment Questions gives answers to all of your water bill questions, such as "What payment options do I have?" and "Why is my bill so high?"
- 4 Start/Stop Service.** Moving? You can start or stop your service online.
- 5 Save Water & Money.** Whether you're a Single-Family Home, Apartment Resident or Business Owner, IRWD has designed sections specifically tailored to your individual needs. Find information on money-saving rebates, proper sprinkler schedules, and how to save the most water and money.



To contact Customer Service, email customerservice@irwd.com and a customer service specialist will respond within 24 hours.

What's New with Your Bill?

You Have a New 10-Digit Account Number

Why Am I Receiving a New Account Number? The new account number will offer an easier way for you manage your account history with IRWD and improve the customer experience. This account number will now stay with you whenever you move and change locations within our service area.

In This Issue:

- Save Time, Go Online
- Garden Expo
- Watering Schedule
- Watershed Cleanup Day

Save the Date

Landscape Workshops

Wednesday, September 17
Thursday, September 25
6 pm

15600 Sand Canyon Ave.
Irvine

Learn about creating a drought-resistant landscape from experts. Sign up at www.irwd.com/events.



Urban Landscape & Gardening Education Expo

Saturday, September 27
9 am–2 pm

UC ANR
South Coast Research & Extension Center
7601 Irvine Blvd., Irvine

Learn how to conserve water and improve the health of the local watershed, utilizing better landscape practices and locally adapted plant varieties.

Online Resources to Help You Understand and Pay Your Bill

IRWD has information about your bill and how to pay it right at your fingertips. Just go to www.irwd.com/payment-questions if you would like to see an example of an actual bill with helpful explanations.

There are many options for paying your water bill:

- **IRWD eBill** – This method is paperless, free and good for the environment. If you sign up for eBill, you will receive an email when your bill is ready to view and pay online.
- **Check Mobile App** – Check allows you to pay from your smart phone and provides you with payment alerts.
- **BillMatrix®** – This allows you to make one-time payments over the telephone or by computer with a credit card, debit card, or electronic check. A \$3.25 service fee is applied.
- **Traditional** – You may still pay a bill by putting a check in the mail, or dropping by our Sand Canyon office to pay in person during business hours of 8 a.m. to 5 p.m., Monday through Friday. Our office is located at 15600 Sand Canyon Avenue, Irvine. You can also drop by after-hours and leave your payment in our secure drop box, located in the parking lot.
- **Automatic Payment Program** – This option allows you to receive a paper bill in the mail and have your charges paid automatically from your checking account. Contact Customer Service at 949-453-5300 to sign up for the automatic payment program. Have your nine-digit routing number and checking account number available.

If you would like more information about the IRWD rate structure and how residential rates are calculated, please visit www.irwd.com and click on “Rates & Charges” on the left-hand side.



Save the Date

Inner-Coastal Watershed Cleanup Day

Saturday, September 20
8 am–12 pm

Help clean up trash before it gets to the beach. Volunteers are invited to meet on Riparian View just off Michelson Drive in Irvine, adjacent to San Diego Creek and the San Joaquin Marsh.



Volunteers will receive gloves and bags. Please wear close-toed shoes, sunscreen and hats. No pre-registration is required, just show up ready to work!

Suggested Weekly Watering Schedule

Month	Grass	Trees, Shrubs & Groundcover
August	4 days, 3 cycles of 3 minutes	2 days, 3 cycles of 4 minutes
September	4 days, 2 cycles of 3 minutes	2 days, 2 cycles of 4 minutes
October	3 days, 2 cycles of 3 minutes	2 days, 2 cycles of 3 minutes

24-Hour Customer Service: 949-453-5300
Email: customerservice@irwd.com
Address: 15600 Sand Canyon Avenue, Irvine, CA 92618

Board of Directors:
Steven E. LaMar – President, Peer A. Swan – Vice President,
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General Manager: Paul Cook, PE

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