

# pipelines

## DROUGHT WATCH



AUGUST 2015 | NUMBER 8

## Important Info Regarding Your Bill

Having trouble reaching us? We hear you!

Our phone system has been experiencing mechanical issues due to the high volume of calls from customers asking how to reduce water usage in addition to a large number of calls on the new rates which went into effect on July 1, 2015.

### How to Reach Us

We apologize if you are unable to reach us by phone. Please either call back at another time or email us at [customerservice@irwd.com](mailto:customerservice@irwd.com). We will make every effort to get back to you as soon as possible, but it may take up to three (3) business days for a response.

For access to quick answers, please visit our website:

[irwd.com/drought](http://irwd.com/drought) • [irwd.com/rates-charges](http://irwd.com/rates-charges) • [irwd.com/payment-questions](http://irwd.com/payment-questions)

We apologize for any inconvenience this has caused and are working to resolve the situation as quickly as possible.

### Why Did I Receive Two Bills?

In July, you should have received a bill for all usage ending June 30, 2015 at the old rates. Then, you should have received an additional bill on your regular monthly billing date for any usage since July 1, 2015. *This is not a duplicate billing.*

### Why Did My Bill Go Up?

On July 1, your outdoor monthly water allocation became based on drought tolerant landscape irrigated with a water efficient system such as drip. It is no longer based on warm season turf.

If you maintain your old watering schedule and have a lawn, you will likely go over your water allocation and your water bill *will* go up.

To understand more about the new rates, visit [irwd.com/rates-charges](http://irwd.com/rates-charges).

### In This Issue:

Drought Survival Expo  
Win a Garden Makeover  
Resident Tours  
RightScope™  
Gardening Workshops

## Drought Survival Expo

Saturday, September 12 • 9 a.m.–1 p.m.

Workshops • Landscape Demos • Garden Tours  
Family Activities • Vendor Displays • Prizes

[IRWD.com/drought](http://IRWD.com/drought)

IRWD, 15600 Sand Canyon Avenue, Irvine

- Featuring Mike Evans from Tree of Life Nursery
- Family activities, bounce houses, arts and crafts, and more
- Home Depot gift cards and giveaways
- Workshop sessions, including “Converting Sprinkler to Drip,” “Gardening with Natives” and “How to Check for and Fix Leaks”
- For full schedule and details, visit [irwd.com/drought](http://irwd.com/drought)

# RightScape™ Your Landscape: Win a Garden Makeover

Win a drought-tolerant landscape makeover valued up to \$6,000! Participants may sign up anytime through August 31, but the sooner the better!

Contest details:

1. Sign up to be a Drought Survivor at [irwd.com/drought](http://irwd.com/drought) through August 31.
2. Contestants must reduce their water usage for each of the summer months, July–September, comparing 2014 vs. 2015.
3. The top three contestants with the highest water reduction percentage will win the landscape makeover.

Contest runs through September 30. Three winners will be announced by October 15 and receive a free landscape makeover, valued up to \$6,000.

For full contest details, rules and regulations, visit [irwd.com/drought](http://irwd.com/drought).

This is what a 100% drought tolerant landscape can look like.



## Resident Tours: Learn Where Your Water Comes From

Now is your chance to take a tour of our expanded Michelson Water Recycling Plant and learn what happens to water after it goes down the drain.

**Friday, September 18**  
9 a.m. – 1 p.m.

**Saturday, September 26** (waiting list only)  
9 a.m. – 1 p.m.

Included in the itinerary is a tour of the Michelson Water Recycling Plant, a bus trip to the San Joaquin Reservoir, and a visit to the San Joaquin Marsh and Wildlife Sanctuary.

These free tours are offered to those who work or live within the IRWD service boundaries.

To sign up, visit [irwd.com/learning/tours](http://irwd.com/learning/tours).

## RightScape™ Gardening Workshops

**Irvine Ranch  
Water District  
Multi-Purpose Room  
15600 Sand Canyon Ave.  
Irvine**

**The Right Plants**  
**Wednesday, Sept. 9**  
**6 p.m. – 8 p.m.**

Learn how to choose water-efficient and beautiful plants for your garden.

**The Right Equipment**  
**Wednesday, August 19**  
**Wednesday, Sept. 16**  
**6 p.m. – 8 p.m.**

Learn how to select the most efficient and water-saving tools for your garden.

**The Right Schedule**  
**Wednesday, August 26**  
**Wednesday, Sept. 23**  
**6 p.m. – 8 p.m.**

Choose the right watering schedule for your garden and learn how to properly set your irrigation timer.

**Sign-up required:**  
[irwd.com/events](http://irwd.com/events)

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Water District

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IrvineRanchWD](https://youtube.com/IrvineRanchWD)

**24-Hour Customer Service:** 949-453-5300

**Email:** [customerservice@irwd.com](mailto:customerservice@irwd.com)

**Address:** 15600 Sand Canyon Avenue, Irvine, CA 92618

**Website:** [irwd.com](http://irwd.com)

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