



The newsletter of IRWD

pipelines

February 2012 | Number 2

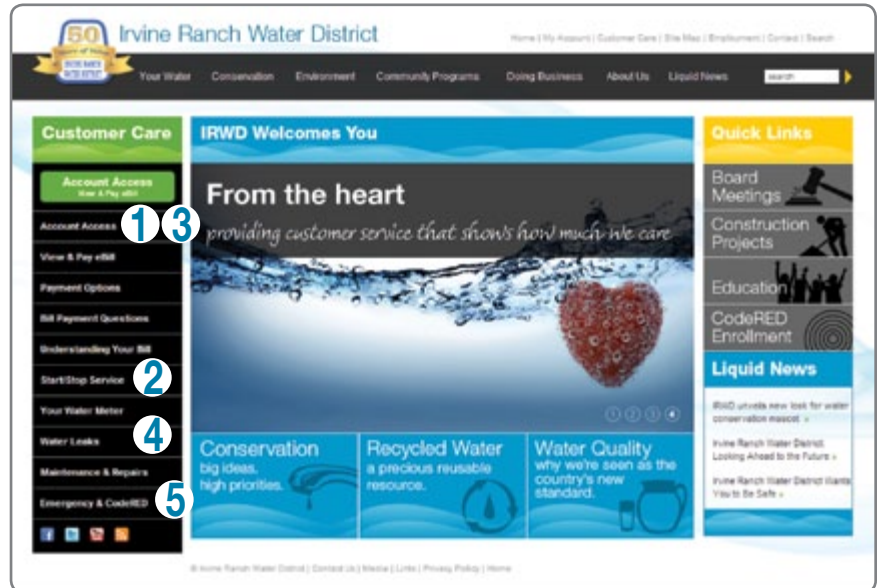
# Top Five Things You Can Do Online AT WWW.IRWD.COM

**1** Want to compare your bill from a year ago to your current bill? You can do so with Account Access. You may also check your account balance, payment history, current and prior years' water usage and more. Click on Account Access to register. If already registered, just enter your user identification and password.

**2** Starting and stopping service is as easy as the click of a mouse. If starting service, go to Start/Stop Service and provide the service address, mailing address, contact phone number, government issued identification number and the date you wish to start service. If stopping your service, just click on Stop Service on the Start/Stop Service page. Please allow one business day to start or stop service.

*Additional IRWD information you can access online includes variance renewal, the latest water quality report, water conservation rebate details, community events, and much more!*

**3** eBill is an electronic billing and payment service. Register at Account Access and benefit from the convenience of receiving your bill electronically and paying online, free of charge, from your checking or money market account. With this service, you will no longer receive a paper bill in the mail, but instead will receive an email advising your bill is ready to view and pay.



Explore Irvine Ranch Water District's website at [www.irwd.com](http://www.irwd.com) 24/7 to find out all you need to know about IRWD from the convenience of your computer.

**4** Is your water bill a little higher than it should be? You might have a leak. Learn how to check for: Leaks in toilets, slow or invisible leaks, and leaks outside in the yard or sprinkler system.

**5** Enroll in CodeRED to be notified of water related emergencies. The CodeRED system has the ability to send voice, email and text messages to thousands of our customers within minutes and to the entire District within one hour.

## Customer Care ~ Question of the Month

**Q:** What is my balance?

**A:** The quickest and most convenient way to obtain your account balance at any time is through Account Access online. Visit IRWD's home page at [www.irwd.com](http://www.irwd.com) and click on the green Account Access button located near the top left side of the page. Signing on is quick and easy. You will need to create a user ID and password, and provide your IRWD account number.

## Fix Leaks Now and Win!

**H**as your water use recently increased but you can't figure out why? You could have a leak and not know it. IRWD always encourages our customers to fix their leaks quickly. In conjunction with the national Fix a Leak Week March 12-18, hosted by the Environmental Protection Agency's WaterSense, IRWD is offering an opportunity to win \$100 toward the cost of your repair from February 1 thru March 18th. For full details visit [www.irwd.com](http://www.irwd.com) and click on Fix a Leak.

## What Makes a Smart Timer so Smart?

Smart timers (also called weather-based irrigation controllers) automatically set the watering schedule for your yard instead of you having to change it every month. Using a combination of plant, weather and seasonal information the timer determines, for each zone –

- How many days per week to water
- How many minutes to water
- How many times per night the sprinklers comes on

IRWD is currently offering a weather-based irrigation controller rebate of up to \$425 per controller for homeowners. Visit [www.alwayswatersmart.com](http://www.alwayswatersmart.com) and click on Rebates for details. Rebate amounts may fluctuate and are subject to funding availability.



Smart Timers are available in many makes and models.

## Customer Service Information

IRWD Website Link & Social Media Channels »

### 24 Hour Customer Service

(949) 453-5300


e-mail: [customerservice@irwd.com](mailto:customerservice@irwd.com)

### Irvine Ranch Water District

15600 Sand Canyon Avenue  
Irvine, California 92618

Visit us: [www.irwd.com](http://www.irwd.com)

 Join our fan page:  
Irvine Ranch Water District

 @IRWDnews  
@AlwaysH2OSmart  
@IRWDemergency

 View our YouTube channel:  
[www.youtube.com/IrvineRanchWD](http://www.youtube.com/IrvineRanchWD)



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.

### IRWD Board of Directors

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### IRWD Pipelines Newsletter

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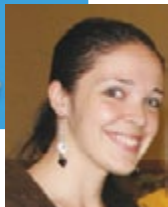
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E-mail: [info@irwd.com](mailto:info@irwd.com)

## IRWD Unveils New Look for Water Conservation Mascot



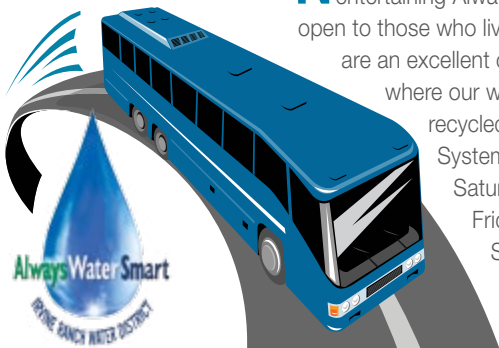
Our new Aqua Duck and Britany Long, designer.

Britany Long, a 2011 graduate of Beckman High School, was recently honored by the Irvine Ranch Water District for designing an updated look for the IRWD water conservation mascot, Aqua Duck. The Aqua Duck makeover contest was held in the spring and summer of 2011. The conservation mascot has been helping educate students since the early 1980's.



The contest received entries from students of all ages from schools within the IRWD service area. After careful consideration, Britany's artwork was selected to represent Aqua Duck. She will be attending the Academy of Art University in San Francisco later this month. Britany's winning entry will be used as the official education mascot on all IRWD Discovery Science Center materials.

## There's Still Room on the Bus!



Now is the time to sign up for one of our educational and entertaining Always Water Smart Resident tours. Tours are open to those who live and work in the IRWD service area, and are an excellent opportunity to learn more about IRWD, where our water comes from, how wastewater is recycled, why we developed the Natural Treatment System and much more. Available tour dates are: Saturday, **April 14**; Friday, **April 20**; Friday, **April 27**; Saturday, **May 5** and Saturday, **May 19**. Tours begin at 9 a.m. and conclude at about 1:30 p.m. Register online at [www.irwd.com](http://www.irwd.com) under Community Programs.