



The newsletter of IRWD

pipelines

October 2012 | Number 9

Exceptional Customer Service is Goal One



The IRWD highly qualified Customer Service staff members can answer any questions customers might have during regular business hours. Customers may also have their questions answered 24/7 by going to the IRWD website.

High quality customer service, whether it be in person, on the phone or online, is the hallmark of the Irvine Ranch Water District. Our customer service tradition features an unwavering commitment to provide the best service at the lowest possible cost to our customers. IRWD's highly dedicated customer service professionals are available to provide information about many things, from your monthly water bill and bill payment questions to concerns about leaks and meter issues.

While our call center is available every business day from 8am to 5pm, IRWD customers can also quickly quench their thirst for account-related information by visiting the Customer Care section of the IRWD website for 24/7 access and important information including how-to videos and fact sheets. While visiting the IRWD website, customers can sign up for eBill, IRWD's free electronic billing and payment service, register for the IRWD CodeRED emergency notification system, access their bill, discover multiple bill payment options and request a variance. During regular business hours, IRWD Customer Service Specialists are available to answer questions via email at customerservice@irwd.com or by calling **949-453-5300**.

IRWD customers interested in finding new and innovative ways to save water or who have water conservation questions, can find detailed

information at www.alwayswatersmart.com, the award-winning section of the IRWD website that features many helpful suggestions and access to money saving tips. Customers can check out the latest information on the turf removal program and details on how to control your irrigation controller. Articles on what type of landscape to plant, when to plant it and how much to water it, are posted as well as the latest rebates offered for high efficiency clothes washers, rotating sprinkler nozzles and weather-based irrigation controllers.

The IRWD Garden Resources section includes a link to Beautiful Landscapes, a one-stop shop with garden tours, garden galleries as well as a searchable water wise plant database. Highly trained IRWD Water Efficiency staff members are available to conduct water use surveys for your homes or business.

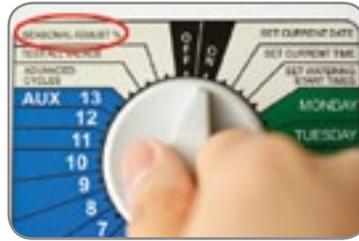
*Our core belief is that
we serve the public.*

Our core belief is that we serve the public. We lead the industry in quality customer service and award winning water conservation and water resource programs because we're committed to providing the highest value to our customers in the form of the lowest possible cost. It's the IRWD way.

For more information, please visit www.irwd.com or call an IRWD Customer Service Specialist at **949-453-5300**.

Take Control of Your Controller In October

Are you aware that between September 1 and 30 we lost 30 minutes of sunshine? In October we will lose even more sunshine each day. While it's a subtle difference, your plants do notice the change in daylight. Even though it can still be hot outside, plants start preparing for winter and, as a result, aren't as thirsty.



Having an automatic irrigation controller does not mean that you are watering your plants efficiently. A controller is only as efficient as its schedule, which must be kept up to date. October is a critical time to change your watering times as the days become shorter and plants no longer need the amount of water they did in July and August.

When you react to the changing daylight by reducing your watering times, your plants and bank account will benefit. Visit our Take Control of Your Controller web page at www.alwayswatersmart.com for great tips and resources to help you water efficiently.



It's important to adjust your irrigation time in the autumn to accommodate shorter days, cooler temperatures and less-thirsty landscaping.

Did You Know?

Q: How can I lower my wait time when I call the customer service department?

A: To ensure quality service, Customer Service representatives spend the time needed to answer all customers' questions and needs accurately and thoroughly. For faster service, many call-in questions can be answered online, such as checking your account balance, starting and stopping your service, tips on how to check for leaks, and much more. Visit www.irwd.com for more information and check the left-hand sidebar.

Customer Service Information

[IRWD Website Link & Social Media Channels »](#)

24 Hour Customer Access

(949) 453-5300

e-mail: customerservice@irwd.com

Irvine Ranch Water District

15600 Sand Canyon Avenue
Irvine, California 92618

Visit us: www.irwd.com

 Join our fan page:
Irvine Ranch Water District

 @IRWDnews
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 View our YouTube channel:
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.

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Comments about this publication?
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