

Click or call for service

IRWD offices are temporarily closed.

Need help?

Click IRWD.com/services, email CustomerService@IRWD.com, or call 949-453-5300.

pipelines

AUGUST 2021 | NUMBER 8



Irvine Ranch
WATER DISTRICT

Save the date

Fall into Planting Season

Online webinar

Wednesday, Sept. 15
Noon – 1:30 p.m.

Learn everything you need to know about plant selection, watering, harvesting, sprinkler systems and landscape inspections. With our helpful tips and tricks, your garden will be set up to explode with life and color next spring.

Water Recycling Plant Tour

Online webinar

Wednesday, Oct. 6
6:30 – 7:30 p.m.

Learn more about recycled water and take a virtual tour of IRWD's Michelson Water Recycling Plant.

Sign-up required:
RightScope.com/events

IRWD will be closed **Sept. 6** in observance of **Labor Day.**

Let's pitch in to help California

Much of our state is suffering under extreme drought conditions, and while IRWD is well-positioned to weather these dry times, we can all do our part to help.

Gov. Gavin Newsom has asked all Californians to voluntarily reduce water use by 15%. You can do that by taking just a few steps that collectively add up to significant savings. According to the governor's office, a 15% reduction statewide will save enough water to supply 1.7 million households for a year.

The most significant savings can be achieved outdoors. Generous rebates are available to help you transform your lawn into a beautiful landscape that flourishes with less water.

Right now, IRWD provides rebates of up to \$3 per square foot of turf replaced by

water-efficient landscaping. We'll cover half the cost of new pressure-regulating spray bodies used to replace older, inefficient sprinklers. You can also get up to \$255 for a weather-based irrigation controller. Visit RightScope.com for a full list of rebates available, or to view a gallery of water-efficient landscape design tips for inspiration.

Simple things inside your home can also save water. Reducing your 10-minute shower to five minutes can save 10 gallons per shower. Washing full loads of laundry saves up to 16 gallons per load. Visit SaveOurWater.com for more tips on water savings and rebates.

For more information on IRWD's investments in new and drought-proof sources of water, visit bit.ly/IRWDresilience.



Tips to reduce water use by 15%



Choose water-wise plants.

Saves 87 gallons per day.

Rebates available for turf removal.



Water before 8 a.m. and avoid watering at windy times of day.

Saves 25 gallons per day.



Fix leaky toilets.

Saves 30–50 gallons per day, per toilet.



Adjust watering times monthly.

Saves up to 25 gallons per day.

Weather-based irrigation controller rebates available.

Our history of water efficiency

Using water wisely has always been a goal at IRWD. Since the 1990s, we have been increasingly focused on programs to help our customers do just that. Today, IRWD's Water Efficiency team includes people specializing in drought-tolerant landscaping, leak

detection, residential and business water use audits, educational workshops, rebates and analytics.



Water efficiency Continued on page 2

Water efficiency

Continued from page 1

We offer indoor and outdoor rebate programs to help you be more water efficient—including incentives to replace water-thirsty turf with beautiful, drought-tolerant landscaping. Our website has all of the resources and tools to show you how. Other incentives are available to improve the efficiency of your irrigation system programs.

Our budget-based rate structure, implemented in 1991, balances customer demands with costs to IRWD for providing that water. Customers who stay within their water budget pay the lowest rates based on actual costs to provide the service, while those who waste water pay more based on our need to buy more expensive water.



Bird's eye view of 2015 Drought Survival Expo.

With your help, these programs and resources are yielding significant results: residential customer water use from 1990 to 2021, on average, has been nearly cut in half.

So, thank you! For more information on our rebates, workshops and other resources please visit RightScape.com.



The true tale of the purple pipe

IRWD is legendary for having pioneered the purple pipe used around the world to identify recycled water. It's a colorful story recounted by those who made it happen. Read it at bit.ly/IRWDpurpletale.



Q: We recently changed the landscaping of our front yard and would like to enhance the beauty by placing some big rocks in the center and on the sides. Can you recommend a good place for us to check out and get some ideas?

A: I love the idea of adding rocks to accent your native garden. Many local nurseries and landscape supply companies carry rock products of all sizes, from pea gravel to boulders. Orange County also has several demonstration gardens you can visit for inspiration, including Casa Romantica in San Clemente, Coastkeeper Garden in Orange, Shipley Nature Center in Huntington Beach, and Fullerton Arboretum. You might also try Tree of Life Nursery in San Juan Capistrano, the largest native plant supplier in the state. Visit RightScapeResources.com and RightScape.com/the-dirt for more inspiration.

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

California native corner

Juan's August plant: Palmer's Indian mallow

Native to the Southwestern United States and Northern Mexico, Palmer's Indian mallow (*Abutilon palmeri*) is a soft, fuzzy-leaved perennial found on slopes and foothills. It boasts cup-shaped flowers of yellow or orange that attract butterflies and other pollinators. Plant it in rocky or sandy well-draining soil and water it lightly in summer. Fast growing, it can reach a height of eight feet. Learn more at CalScape.org and CalScape.org/planting-guide.php. — Juan



Ask Customer Service

Q: I have seen graffiti on IRWD facilities. What should I do?

A: IRWD has a hotline, **949-453-5535**, to report graffiti. Our goal is to remove graffiti from IRWD-managed property or facilities within 24 to 48 hours of the report.

When you call, you'll hear a brief recorded message describing what information is needed. Be sure to note the location (street, intersection and address, if possible) along with a description of the surface the graffiti is on (a block wall, pipe, fence, etc.). Describe the type of graffiti (spray paint, marker, etching). Please provide your name and contact information so we can reach out if the crew is unable to find the graffiti or has follow-up questions.

Got a question? Email info@IRWD.com with "Ask Customer Service" as the subject line.

Like Us
Irvine Ranch
Water District

Follow Us
@IRWDNews

Watch Us
[youtube.com/
IrvineRanchWD](https://youtube.com/IrvineRanchWD)

Follow Us
@irwdnews

24-Hour customer service: 949-453-5300
Email: CustomerService@IRWD.com
Address: 15600 Sand Canyon Avenue, Irvine, CA 92618
Website: IRWD.com

Board of Directors:
Douglas J. Reinhart – president, John B. Withers – vice president,
Steven E. LaMar, Karen McLaughlin, Peer A. Swan
General manager: Paul Cook, PE