



The newsletter of IRWD

December 2013 | Number 12

How the New IRWD Website Can Help You

Irvine Ranch Water District recently updated their website at www.irwd.com to help improve the customer experience. Here are key updated sections that will save you a phone call by going online:

- 1 **How Do I Find?** – The *How Do I Find?* section is your one-stop shop for your water bill. *Customer Login* gives you complete access to your IRWD account. Under *Payment Questions*, get answers to all of your water bill questions, such as “What payment options do I have?” and “Why is my bill so high?”

The *How Do I Find?* section also gives you quick access to other services you can do online, such as starting or stopping your service or requesting a variance. Save yourself a phone call and check out all the options online.

- 2 **Save Water & Money** – This new section of the website is designed to give you all the information you need to save the most water and money on your water bill. 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 gardening advice on CALscape, California-Appropriate Landscaping.

- 3 **Rates & Charges** – The *Rates & Charges* section breaks down the Allocation-Based Conservation Rate Structure IRWD uses to calculate your water bill. Learn how your bill is calculated, determine your monthly water budget and more.

- 4 **Construction** – Want to know the latest information on IRWD construction in your neighborhood? Find out construction timelines, traffic impacts, and more on the IRWD *Construction* section on our website.

To view the complete updated website, visit www.irwd.com.



Transparency Center

IRWD is committed to the customer’s right to expect transparent government and easy-to-access information. The IRWD Transparency Center offers information on District operations, public meetings, and ways to do business with the District.



Get Cash Back on Holiday Gifts with IRWD Rebates

If you plan to give or receive a new clothes washer as a gift this holiday season, get a little cash back as well.

High efficiency clothes washers use 55 percent less water than standard washers, saving about 75,000 gallons of water over its lifetime. Using less water also means lower energy costs on water heating. Save water, save energy and enjoy the money savings on your utility bills year-round with this IRWD rebate.



Irvine Ranch Water District offers rebates to customers who replace their old clothes washers with the newer water-saving models—up to \$285! Before purchasing the washer, check out the list of pre-approved models at www.irwd.com/save-water-money/rebates.

IRWD also offers rebates on weather-based irrigation controllers, rotating spray nozzles, high efficiency toilets, rain barrels and soil moisture sensors.

IRWD Holiday Hours

In observance of the holiday season, IRWD will be closed on:

December 24 (Christmas Eve)

January 1 (New Year's Day)

December 25 (Christmas Day)

We will be **open** December 31.

To access your account during this time, please visit www.irwd.com and click on Customer Login.

The Gift That Keeps on Giving

Hoping to give a gift that keeps on giving this holiday season? Think about giving a beautiful garden that saves water and lowers your water bills.



Visit www.irwdcalscape.org, a one-stop shop with garden tours and galleries and a searchable plant database with a garden resources section. The planting guide provides helpful tips on how to establish native plants and offers tours of two dozen CALscape gardens found throughout the IRWD service area.

Remove your water-thirsty grass and receive \$1.50 per square foot of lawn removed for a minimum of 250 square feet to a maximum of 10,000 square feet.



Customer Service Information

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

24 Hour Customer Access

(949) 453-5300

email: customerservice@irwd.com

Irvine Ranch Water District

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Visit us: www.irwd.com



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Irvine Ranch Water District



@IRWDnews



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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IRWD Pipelines Newsletter

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