



24 Hour Service 949.453.5300

Should you discover a disruption in your water service or other problems call the IRWD 24-hour emergency line and a representative will assist you.

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

Douglas J. Reinhart, Pres.
Peer A. Swan, V.P.
Steven E. LaMar
Mary Aileen Matheis
John B. Withers

General Manager

Paul D. Jones II



IRVINE RANCH WATER DISTRICT

Pipelines published by
Public Affairs Department
15600 Sand Canyon Ave.
Irvine, California 92618
949.453.5300
www.irwd.com

Twitter channels
@IRWDemergency
@IRWDnews
@AlwaysH2OSmart

e-mail:
customerservice@irwd.com

Printed on recycled paper.

Recyclable

November 2009 • 83K

Community Calendar

IRWD HOLIDAYS

- Thursday and Friday, Dec. 24 and 25 - IRWD Christmas Holiday (offices closed)
- Thursday and Friday, Dec. 31 and Jan. 1 - IRWD New Year's Holiday (offices closed)

SHADETREE PARTNERSHIP EVENTS

- Event scheduled for **Saturday, Nov. 21** starting at 8:30 a.m. Service hours are available for all volunteer tree planting activities. For more information call (949) 453-5312. Online registration available at www.shadetreepartnership.org.

SEA AND SAGE AUDUBON EVENTS

- **Sunday, Dec. 13 - Monthly bird walk** at the San Joaquin Wildlife Sanctuary - meet in front of the Audubon House at 8 a.m.
- **For more information** call (949) 261-7963 or visit their website at www.seaandsageaudubon.org.

FAMILIES FORWARD

- The holiday season is upon us – a festive time for many, a very difficult time for families who are in crisis. Families Forward's holiday programs are designed to support families in need during these special seasons. Due to the economic situation in our area, we anticipate a larger amount of families needing these services.
- **Thanksgiving:** Baskets filled with traditional Thanksgiving foods will be provided to an anticipated 700+ families this year on Saturday, Nov. 21, so these families can cook and enjoy their Thanksgiving meal with their loved ones.
- **Adopt-A-Family:** Bring joy to a family in need this holiday season. The Adopt-A-Family program matches a donor to a family in need and the donor is given the family's wish list. Donors purchase items from the wish list and bring them to the Families Forward office. Families Forward insures that the recipient family receives the gifts prior to the holidays. Gift cards to grocery stores, Target, Kohls, Costco and gas cards are also greatly appreciated.
- **Volunteers needed** for both the Thanksgiving and Adopt-A-Family program.
- Please bring donations to the Families Forward office at 9221 Irvine Blvd., Irvine, CA 92618, Monday through Thursday from 9 a.m. to 5 p.m. or Friday 9 a.m. to 1 p.m. To learn more visit www.families-forward.org or call (949) 552-2727.

IRVINE GARDEN CLUB

- Come and join the Irvine Garden Club for regular speakers on local gardening topics and to exchange growing tips and ideas. Meetings are held on the first Monday of every month at 6:30 p.m. (except Jan./July/Sept.). The meetings are held at IRWD. Visit www.irvinegardenclub.com or send an e-mail to irvinegardenclub@yahoo.com.

MASTER GARDENERS OF ORANGE COUNTY

- The University of California Cooperative Extension Master Gardeners of Orange County are a dedicated group of trained volunteers that provide assistance and share information about gardening in and around the Orange County area. For more information call their hotline at (714) 708-1646, visit their website at www.uccemg.com or send an e-mail to ucmastergardeners@yahoo.com.

CITY OF IRVINE EVENTS

- **Saturday, Dec. 19 from 3 to 4:30 p.m. - Joyful Jingles Family Holiday Concert** at Irvine Valley College Performing Arts Center. For more information call (949) 724-6606.

ASSISTANCE LEAGUE OF IRVINE

- **New location for Thrift and Gift Shop** - 2452 Alton Parkway in Irvine, between Jamboree and Von Karman, (949) 955-3437. Donations welcome during normal business hours: Wednesday and Thursday from 10 a.m. to 2 p.m.; Friday from 10 a.m. to 5:30 p.m.; and Saturday from 10 a.m. to 3 p.m. To learn more call (949) 725-9188 or visit their website at www.irvine.assistanceleague.org.

FREE AFTER SCHOOL PROGRAM AT MARINER'S CHURCH - OPEN TO THE COMMUNITY

- Students, grades 6-12 only, are invited to the free after school program in the Student Center. Free tutors available to help with homework. Video games, basketball, skate park, and more. Hours: Tuesday through Fridays from 3:30 to 6 p.m. For more information, visit their website at www.marinerschurch.org/studentcenter or contact Carmen Hervey by e-mail at chervey@marinerschurch.org or call (949) 854-7030, Ext. 231.



► Residential Rebates Currently Available
PAGE 1



► Don't Let Your Holiday Meal Create a Spill
PAGE 1



► IRWD Rate Calculator
PAGE 2



► Care and Pruning Tips
PAGE 3

Irvine Ranch Water District

pipelines

NOVEMBER | 2009

Always Water Smart



Single-family Residential Rebates Currently Available

To encourage water use efficiency, Irvine Ranch Water District (IRWD) provides customer rebates on clothes washers, toilets, spray nozzles and irrigation controllers. The following changes to IRWD single-family residential rebate program went into effect this fall:

Beginning September 21, 2009, rebates for IRWD customers residing in single-family dwellings - including detached homes, duplexes, tri-plexes and four-plexes, no longer require a reservation.

A rebate application is required and is available online at www.socalwatersmart.com or at local retail stores that sell qualifying water saving-devices. Along with this rebate application, IRWD residents must submit a printed copy of their recent water bill with the original receipt from the purchase of the qualifying fixture, appliance or device.

For information about multi-family rebates, please visit www.alwayswatersmart.com.

Current rebate funding for IRWD's residential customers is outlined in the table on the next page.

continued inside...

Michelson Water Reclamation Plant Expansion

If you have recently driven by the Michelson Water Reclamation Plant (MWRP), you may have noticed some construction activity. The MWRP is currently undergoing a plant expansion which will increase the capacity of the plant from approximately 18 million gallons per day (MGD) to 28 MGD. IRWD's proactive long-term planning identified the need upgrade to MWRP in order to meet the projected 60 percent increased recycled water demands by the year 2025. Expansion includes a new headworks facility, primary clarifier, electrical building, ultra-violet disinfection facility, membrane bioreactor facility, and modification to the influent trunk sewer

continued inside...

Don't Let Your Holiday Meal Create a Spill

Grease poured down drains is the leading cause of sewage spills.

Grease needs to be handled carefully all year round, but especially at this time of year. With the holidays approaching fast, many families are cooking special meals to share with friends and relatives. Larger quantity of grease created by cooking a turkey, ham or roast can result in problems within your home's sewer pipes or within your neighborhood if not disposed of properly.

Never pour grease down your sink drain, toilet or garbage disposal. Instead, pour grease into a can and refrigerate or freeze until solid and

continued inside...



continued from front page...

Single-family Residential Rebates Currently Available

Eligible Water-Saving Device	Residential Customer Type	Total Rebate Amount
High Efficiency Clothes Washers (HECW)	Single-family	\$250 per HECW
High Efficiency Toilets (HET)	Single-family	\$150 per HET
Rotating Spray Nozzles	Single-family	\$9 per rotating nozzle
Weather Based Irrigation Controller	Single-family	\$60 per active station

To check the status of a current single-family rebate application, call (888) 376-3314. For a status check on a current multi-family rebate application call (877) 728-2282. Find further rebate program details and links at www.AlwaysWaterSmart.com and click on "Rebates for Residential Customers."

continued from front page...

Michelson Water Reclamation Plant Expansion

line. Construction, which began in September 2009, is anticipated to be complete in 2012. For safety reasons tours of the plant will no longer be conducted during construction.

Recycled water comprises about 20 percent of IRWD supply. That's enough water to provide landscape irrigation for 80 percent of the district's business and community customers including parks, school grounds and golf courses. As California continues to experience drought conditions, every gallon of water recycled by IRWD, a gallon of drinking water is spared for drinking purposes only.

Future updates will be published in the billing insert as the construction continues.



continued from front page...

Don't Let Your Holiday Meal Create a Spill

then dispose of the can on trash day. An empty soup can works well for everyday cooking; however for larger holiday meals you may want to save a coffee can to hold the grease.

Wipe excess grease from pots, pans and utensils with paper towels before washing. These simple steps will help IRWD protect the environment by preventing sewer spills. Wipe excess grease from pots, pans and utensils with paper towels before washing. These simple steps will help IRWD protect the environment by preventing sewer spills.



Vacation Billing

Avoid disconnection and reconnection fees while you are away on extended vacation. Prior to leaving on vacation contact the Customer Service Department. IRWD will assist in making payment arrangements to ensure that your water service is not interrupted. Making an advance payment will also avoid any late payment charges upon your return.

If you need special assistance or have any questions about your service, call our Customer Service Department at (949) 453-5300.

Online Tool to Help Keep on Budget

IRWD offers customers an online rate calculator. This calculator can be used to help you get an idea of how the your water use affects your monthly water bill.

When you use the calculator, it may be helpful to have a copy of a recent IRWD bill handy. Just key in the information requested and click the "calculate" button. A slider tool is available to see how reducing or increasing your water usage impacts your bill. The online calculator is for estimating purposes only. Your actual bill may vary slightly. Please visit www.irwd.com to access the rate calculator.



Care and Pruning Tips for Keeping Drought-Resistant Shrubs Healthy and Attractive

As the days of autumn continue to shorten and winter approaches, it's time to think about pruning your California Friendly, drought-tolerant shrubs and trees. Many of these varieties are native to California, evolved to survive being browsed by deer in the wild, and are well adapted to seasonal tip pruning. As a general rule, you can trim off about half of the most recent season's tip growth without doing harm. Remove all dead wood. When pruning other parts of these plants, however, go easy. For instance, if two branches are heading in the same parallel direction, save one and thin the other. Branches growing down tend to add needless weight, so remove them to strengthen the healthy supporting branch. In the center of the shrub or tree, you can thin the crossing branches to open up the crown.

Never cut branches off flush with their connecting branch and don't leave a big stub either. Depending on the size of the branch you are removing, you should leave a quarter inch or so (more for very large branches) to allow proper healing.

Weed control is often overlooked, but necessary, for the successful maintenance of any shrub or tree. Grasses are particularly pernicious thieves of water and nutrients. After removing weeds and grasses that are growing around the base of a shrub or tree, apply a thick (2 to 4 inches deep) layer of disease-free organic mulch, such as bark chips. This will suppress weeds and grass, conserve moisture, and return nutrients to the soil as the mulch decomposes.

Along with pruning, now is the time to cultivate the soil around California Friendly plants. If the ground is hard and compacted, simply scratch away at the surface with a three-prong cultivator. No need to go deep, an inch or so will do. This aerates the soil, and prepares it to absorb the winter rains.

Suggested Weekly Fall / Winter Irrigation Schedule

Month	Turf grass	Tree, Shrubs & Ground Cover	% Option***
November*	2 days, 2 cycles** of 3 minutes each	1 day, 2 cycles of 4 minutes each	40%
December	2 days, 2 cycles of 2 minutes each	1 day, 2 cycles of 3 minutes each	30%
January & February	2 days, 2 cycles of 2 minutes each	1 day, 2 cycles of 3 minutes each	30%

The above chart suggests a weekly schedule for spray-head irrigation, assuming heavy clay soils common to most local coastal and foothill areas. Generally, these are the MAXIMUM times you will need for full sun areas. Start with this schedule and increase the times only if your plants show signs of stress. If stress occurs only in isolated areas, check your irrigation system before increasing the watering time.

Don't forget to turn off your sprinklers when it rains. For convenience, consider installing an automatic rain shut-off device on your irrigation system.

*In November, plants need approximately 60 percent less water than they require in the hot summer months, even if fall temperatures remains warm. This drop in water needs will increase by another 10 percent in December and continue through February.

**By "cycling" the irrigation controller to turn on for the recommended number of minutes an hour apart, deeper watering and healthier root growth are gained, while runoff is reduced.

***The % option, either a button or a dial, permits the watering run times for all electric valves managed by a controller to be increased or decreased with just one adjustment by percentage.



Dr. Hurd Manzanita

Arctostaphylos manzanita 'Dr. Hurd'

More like a small tree than a large shrub, this plant can grow up to 20 feet tall and wide. Known for its dark reddish-brown bark, characteristic of many manzanitas, the Dr. Hurd variety also has gray-green foliage. Its white to pink flower clusters bloom from February to March, attracting hummingbirds.



Weeping Bottlebrush

Callistemon viminalis

Native to Australia, this large flowering shrub, or small tree, explodes in the spring with scarlet stamens arranged in fuzzy 6-inch hanging cylinders. Weeping bottlebrush grows best in full sun with average to occasional summer watering. It can reach 15 to 20 feet in height and, without pruning, becomes shrubby to form an attractive privacy hedge or screen.



Western Redbud

Cercis occidentalis

This deciduous shrub is desirable for its magenta spring flowers (detail shown above), yellow to red fall leaf color and dangling winter seed pods. Western redbud is tolerant of many soil types and drought, generally growing from 6 to 20 ft. tall and 10 to 15 ft. wide. Attracts butterflies and hummingbirds.