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APRIL 2020 | NUMBER 4



Irvine Ranch  
WATER DISTRICT

**CLICK OR CALL!**

to do it all

**IRWD.com/services**

## Office Closed, But We're Here for You



IRWD offices remain closed to the public to guard against COVID-19. But we're still at work to serve customers.

Did you know you can conduct nearly all transactions by internet, email or phone? Just visit **IRWD.com**, email us at **CustomerService@IRWD.com**, or call **949-453-5300**. Full-service agents are available 8 a.m.- 5 p.m. Monday through Thursday. For shorter wait times, avoid Mondays.

**For quick links to 24/7 service, click [IRWD.com/services](https://www.irwd.com/services).**

From there you can pay your bill, start service, stop service, apply for a variance to your water budget, learn to read your bill, do business with Engineering, or request a bill adjustment if you've repaired a leak. You'll find links to help you save water and money. You can apply for rebates on turf removal, smart irrigation controllers, water-efficient nozzles... and more!

You also can pay bills by phone or in the parking lot drop box at 15600 Sand Canyon Ave., Irvine. If money is an issue, please contact Customer Service. During this period, we will not charge late fees or disconnect water service, except for repairs or maintenance. Watch **IRWD.com** for updates.

## Your IRWD Drinking Water is Safe — Rely on It



Rest assured that your drinking water is safe and plentiful. COVID-19 has no impact on the quality of your drinking water. And IRWD has taken steps to ensure service will continue uninterrupted.

Most of IRWD's drinking water comes from deep wells, which don't contain viruses or other pathogens. Some of our supply is imported surface water, which receives advanced treatment that removes all microorganisms, including viruses. All water is dosed with chlorine before distribution so it stays safe all the way to your home.

IRWD staff continuously monitors the water from more than 100 local collection points, conducting more than a

quarter million tests each year in our certified Water Quality Laboratory. Test results are published in our annual Water Quality Report and show that IRWD drinking water meets or exceeds all state and federal quality standards.

See the report, watch our video and learn more at **IRWD.com/water-report**.

### Water Tours Postponed

To safeguard the health of customers and employees, we have postponed our April and May Resident Tours and canceled the April Plants for the Planet workshop. Please watch future issues of *Pipelines* and **RightScapeNow.com** for new tour dates.

# Now More Than Ever, Don't Flush Wipes

Health care precautions are always important, but as people increase their use of disinfecting wipes to stave off infection by COVID-19, IRWD wants to remind customers not to flush them. Please throw them away.

Even wipes labeled as “flushable” are NOT flushable. They can easily snag onto imperfections in pipelines, accumulating with other debris to create severe clogs in your home's plumbing or the water district's sewer lines.

Remember the toilet is not a trash can. Flush only the three P's: pee, poo and paper.

Learn more at [IRWD.com/services/sewer](https://www.irwd.com/services/sewer).



## Ask Juan



**Q:** Spring is here. Is it too late to plant my California native garden?

**A:** Typically, the ideal time to plant natives is late fall through early spring. With that said, April is still a good time to plant. Make sure to follow the same guidelines when planting year-round. Remember to water the plants well after planting. For the first year, look after your plants and water them properly to help them establish. Depending on

the plants you select, they should require little or no supplemental water after that.

Get ideas on sustainable landscaping with California natives. See [RightScapeResources.com](https://www.RightScapeResources.com) for plant ideas.

For future gardening projects, consider reducing your grass area. Take advantage of our turf removal rebate program, which offers \$3 per square foot of grass removed. To learn more about this and other incentives, visit [RightScapeNow.com/rebates](https://www.RightScapeNow.com/rebates).

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

### California Native Corner Juan's April Plant: Western Redbud

Western redbud (*Cercis occidentalis*) is the perfect plant for any California native garden. This deciduous shrub can also make a lovely small tree. February through April, it explodes with showstopping magenta flowers on its bare stems. When the flowers dissipate, green heart-shaped leaves appear, which turn yellow in the fall when they begin to drop. This plant can grow in dry areas but prefers a regular deep soak for lush growth. Once established, it is quite reliable and can tolerate various soil conditions. Western redbuds grow naturally throughout the coast ranges and Sierra Nevada foothills, into Utah and Arizona. — Juan



# Welcome Our New WaterStars

IRWD applauds these customers for becoming certified WaterStar Businesses, improving water efficiency and saving on water bills:

- **Fast5Xpress.** This Irvine car wash employs a reclaim system that reuses 80% of its wash water.
- **Karma Automotive.** This luxury electric car company installed water-efficient fixtures at its Irvine headquarters and worked closely with its landscaper to irrigate efficiently.

We also welcome our second certified WaterStar Restaurant:

- **Between the Rinks.** Inside Great Park Ice, this eco-friendly eatery uses water-efficient dishwashers and provides guests the opportunity to use refillable water bottles.

To learn more, visit [RightScapeNow.com/WaterStar](https://www.RightScapeNow.com/WaterStar)



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