



Understanding your water bill

Irvine Ranch Water District



Irvine Ranch
WATER DISTRICT

Understanding your water bill

Billing Summary

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Your monthly bill is simple to understand, without skimping on detail. The first page is your Account Summary. It puts the most vital info front and center, for times when you just want to pay your bill and know if you're staying within your water budget. **Here are the key features:**

Contact info for **Billing Inquiries** or other help.

Find your **Account Number** up here, along with other information you might need when inquiring about billing or service.

This **Account Summary** tells you in bold type how much you owe, and when it's due. We also break out how much you owed last month, how much you paid and any adjustments you have received.

Watch this space for **messages** about your account, events, water-saving opportunities, construction, and other things important to you.

If your water use exceeds your monthly budget, **an alert** will appear here in red type, with tips to help you correct the issue.

Payment stub

This easy-to-read graph shows **Your Water Usage** for the current month and previous 12 months, compared to your monthly water budget. The bar turns red if you exceed your budget. This helps you identify trends, so you can adjust as needed.

Irvine Ranch Water District
15600 Sand Canyon Ave.
Irvine, CA 92618
www.irwd.com

Billing Inquiries
Monday - Friday / 8am to 5pm
(949) 453-5300 or customerservice@irwd.com

Report an Emergency 24/7
(949) 453-5300

CUSTOMER NAME
Account Number: 0123456789
Meter Number: 5552345
Service Address: 1234 Street Address
City Name: Irvine
Service Type: Potable Residential

Account Summary
Date Bill Prepared: Jan 25, 2019
Previous Amount: \$100.10
Payments Received: -\$100.10
Adjustments: -\$30.65
Balance Forward: -\$30.65
Current Charges: \$74.81
Total Amount Due by Feb 7, 2019 \$44.16
Your next bill will be prepared on or about Feb 20, 2019.
See page 3 for additional billing details. See page 4 for adjustment details (if applicable).

Your Water Usage
Your Water Usage for this Billing Period: 14 CCF
Your Water Budget for this Billing Period: 12 CCF
Amount Over Your Water Budget: 2 CCF
CCF is the basic measurement of water use. One CCF equals 100 cubic feet of water, or approximately 748 gallons.

September is the time to reduce your outdoor watering by 30%. Even though it may still feel hot outside, the days are getting shorter and outdoor plants begin to go dormant in preparation for the winter season, requiring less water than in the summer months. By adjusting your irrigation timers regularly, you can avoid over watering your plants and stay within your monthly water budget. Visit our website for more information, water saving tips, rebates, drought tolerant landscaping ideas, or to download a seasonal watering schedule.

Monthly Water Budget vs Usage
Usage in CCF
Monthly Water Budget
Usage Water Budget
Usage Charge Budget

Your water bill shows charges in the inefficient or wasteful tiers. This may be an indication that you have a leak on your property or are using too much water on your landscape.

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Customer Name
1234 Street Address
City, State, Zip Code

IRVINE RANCH WATER DISTRICT
P.O. BOX 51403
LOS ANGELES, CA 90051-6703

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Questions? Contact customerservice@irwd.com or 949-453-5300.



Want a detailed breakdown of how your water and sewer charges are calculated? You'll find it on this page of your bill.

Service Charges, listed here, are fixed costs on your bill, established to recover the fixed costs of IRWD's water distribution system, treatment processes and sewers.

This **Billing Details** section, is a breakout of the charges and data used in calculating your bill. This includes your meter size, your previous and current monthly meter readings, and the amount of water your household used during the billing period.

Unfamiliar with any terms or charges listed under Billing Details? The **Understanding Your Bill** section is a glossary. It explains the terminology and how each item applies to you.

Water Usage Charges will vary each month based on your actual water use, which is broken out here.

To pay the lowest rates, stay within the Tier 1 Low Volume and Tier 2 Base Rate tiers. If you see charges in Tier 3 Inefficient or Tier 4 Wasteful, you used more water than your household is budgeted.

Find details at irwd.com/services/residential-water-rates and water-saving tips at rightscapenow.com.

This new **% Water Usage Billing Chart** further breaks down the tiered rate structure and illustrates your actual water usage versus your monthly water budget. Aim to be at or below the 100% mark. An additional red alert message appears if you are over budget for the month.

Questions? Contact customerservice@irwd.com or 949-453-5300.



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CUSTOMER NAME
Account Number: 0123456789

Billing Details

Date Bill Prepared: Jan 25, 2019
Billing Period: 36 days - 12/21/18 to 01/25/19
Meter Number: 5552345
Meter Size: 5/8"
Previous Read: 2303
Current Read: 2317
Your Water Usage for this Billing Period: 14 CCF
Your Water Budget for this Billing Period: 12 CCF
Your monthly water budget is based on 4 occupants with 1300 SQ FT total irrigated landscape area, plus the following variance adjustments: Livestock Variance and Medical Variance applied

Previous Balance: \$100.10
Payments Received: -\$100.10
Adjustments: (See page 4 for details, if applicable.) -\$30.65
Balance Forward - \$30.65

Water Usage Charges			
Tier 1 - Low Volume	5 CCF @ \$1.47		\$7.35
Tier 2 - Base Rate	7 CCF @ \$2.00		\$14.00
Tier 3 - Inefficient	2 CCF @ \$4.86		\$9.72
Tier 4 - Wasteful	0 CCF @ \$13.63		\$0.00
Total Water Usage Charges			\$31.07

Service Charges

Water Service	36 Days @ \$0.345 per Day	\$12.42
Sewer Service	36 Days @ \$0.87 per Day	\$31.32
Total Service Charges		\$43.74
Total Current Charges		\$74.81
Total Amount Due by Feb 7, 2019		\$44.16

Understanding Your Bill

CCF is the basic measurement of water use. One CCF equals 100 cubic feet of water — about 748 gallons.

Water Budget is how much water you are budgeted each billing cycle to provide for your indoor and outdoor water needs. It is based on the type of residence, the number of residents, the square footage of irrigated landscape, and the seasonal weather. The water budget varies each billing period and is composed of an indoor and an outdoor portion.

Outdoor Water Budget is based on the square footage of irrigated landscaping at your home and seasonal weather factors. Outdoor water budgets are based on the amount of water necessary to maintain a healthy landscape that is composed of 60% warm-season turf and 40% drought-tolerant plants.

Indoor Water Budget is based on the number of residents living in your home. It is calculated at 50 gallons per person per day.

Variances are available to customers with documented additional water needs, such as additional residents living in the home. To request a variance, visit our website at: irwd.com/request-a-variance.

Water Usage Charges cover the cost of water used by the customer. Rates in each tier are based on the actual cost of service associated with providing water in those tiers. Tiers 1 and 2 represent water use within the monthly water budget that is related to the lowest cost of water. Tiers 3 and 4 indicate water use that is over budget and related to higher-cost water.

Pumping Surcharge is a charge for the additional costs incurred to provide water to customers at higher elevations. The surcharge is calculated based on water use (in CCF) for each billing period. It is only applicable to customers living in designated areas and is based on actual energy costs. A pumping surcharge zone map and associated charges are available at: irwd.com/services/proposed-rates.

Water Service Charge is a daily, ready-to-serve charge that covers the fixed costs of operating and maintaining the water distribution system. The charge varies based on the number of days in the billing cycle and is assessed whether or not any water is used during the billing cycle.

Conservation Credit applies to potable residential and landscape customers whose water usage remained within the Tier 1 - Low Volume tier for 9 out of 12 months during the previous calendar year. The credit is based on the number of days in the billing cycle. For a 30-day billing cycle, the credit is \$2.00. To be eligible for the credit, you must be an IRWD customer for a full calendar year.

Sewer Service Charge is a daily, ready-to-serve charge that covers the fixed costs of operating, maintaining and the sewer system. The fixed charge varies based on the number of days in the billing cycle and the Irvine rate area charges are assessed whether or not any water is used during the billing cycle. Contact IRWD for details on your account's sewer billing. Fixed Sewer Service Charge amounts vary by Irvine rate area.

For More Information, including details for non-residential customers, technical formulas, sample bills and more, visit our website at irwd.com/rates-charges.

% Water Usage Billing Chart

Tier 1 Low Volume 0-40%	Tier 2 Base Rate 41-100%	Tier 3 Inefficient 101-140%	Tier 4 Wasteful 141%+
5 CCF @ \$1.47 per CCF	7 CCF @ \$2.00 per CCF	2 CCF @ \$4.86 per CCF	0 CCF @ \$13.63 per CCF


Your usage for this billing cycle: 14 CCF
Average Daily Water Budget: 249 gallons
Average Daily Water Use: 291 gallons

Amounts showing in Tiers 3 and 4 are over your monthly water budget.
Usage this month was 2 CCF over your monthly water budget.

To discover useful tools and resources aimed at helping you reduce water use and save money on future water bills, please visit rightscapenow.com

Adjustment Details

This page will appear only if adjustments have been applied to your current bill. These may include start-service charges, leak adjustments, or other factors.



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CUSTOMER NAME
Account Number: 0123456789

Adjustment Details

CANCEL/REBILL - LEAK ADJUSTMENT: 11/21/18 to 12/20/18

Canceled Bill Amount:	\$100.10
Water Usage	
Low Volume	5 CCF @ \$1.47 per CCF \$7.35
Base Rate	7 CCF @ \$2.00 per CCF \$14.00
Inefficient	5 CCF @ \$2.00 per CCF \$10.00
Wasteful	1 CCF @ \$2.00 per CCF \$2.00
Total Water Usage Charges	\$33.35
Service Charges	
Water Service Charge	\$10.35
Sewer Service Charge	\$25.75
Total Service Charges	\$36.10
Rebill Amount	\$69.45
Net Amount	- \$30.65
TOTAL ADJUSTMENTS	- \$30.65

Understanding Your Adjustments

Cancel/Rebill - Leak Adjustment due to a water leak, this adjustment has been applied to your account by canceling the original bill(s) with the leak and recalculating a new bill for those billing periods using the Base Rate price for all usage above Low Volume. The resulting total will be applied as an adjustment to the current bill.

Canceled Bill Amount is the original bill amount that was charged on a previous bill (applicable billing cycle noted). This amount has been credited back to your account for this billing cycle and is being re-calculated as shown in the Water Usage section to the left. Multiple cancel/rebill adjustment months may be applicable.

Water Usage in the Inefficient and Wasteful tiers were re-calculated to reflect the lower Base Rate. In the original bill that was canceled, charges in the Inefficient and Wasteful tiers were calculated at higher rates.

Service Charges are unchanged from the original, canceled bill. Service charges are daily, ready-to-serve charges that cover the costs of operating and maintaining the District's water and sewer infrastructure systems. Because these systems are continuously maintained and available year round, they are assessed each billing cycle whether any water gets used during the billing cycle or not.

Rebill Amount is the adjusted amount for the original bill that was canceled and re-calculated using the Base Rate charge. Water usage that fell within the Inefficient and Wasteful tiers was re-calculated at the Base Rate.

Net Amount is the difference between the original bill and the re-calculated bill. This may result in a credit to your account.

Total Adjustments is the total net amount of all of adjustments shown on this bill. If the credits are greater than the amount you owe, your account will be credited by that amount.

Here we explain the **terminology and charges** listed in the Adjustment Details section, to help you understand how they apply to your bill.

This **Adjustment Details** section provides a detailed breakdown of credits or corrected charges applied to your bill. The **Total Adjustments** number here is carried over as "Adjustments" in the Account Summary and Billing Details portions of your bill.