



Irvine Ranch Water District
15600 Sand Canyon Avenue
Irvine, CA 92718
(714) 453-5300



Welcome to
**Irvine Ranch
Water District**



Welcome to the Irvine Ranch Water District. One of the State's most progressive water agencies, IRWD was formed in 1961. The District is located in the heart of Orange County, and serves an area of more than 76,000 acres. We are working to meet the challenges of providing a safe water supply and a reliable waste disposal system for the dynamic community of Irvine.

IRWD provides all your drinking water and then collects, treats, and recycles your wastewater as well. By converting millions of gallons of wastewater into irrigation water, we are keeping parks and open spaces green for your enjoyment while reducing demands on limited drinking water supplies. We sell the reclaimed water to local community associations, the City of Irvine, Irvine Unified School District, UCI, the County of Orange, CalTrans, El Toro MCAS, and agricultural users. IRWD customers cooperate in this total water management system for mutual economy and enjoyment.

As a public agency, IRWD operations are directed by five publicly elected board members who reside in our service area. It is the mission of this board to provide policy and direction for the staff of the District.

We are proud of our accomplishments and are confident that with the efforts, dedication and loyalty of our employees we will continue to provide quality service at the most reasonable cost possible to this growing community.

We hope this brochure will answer any questions you may have about the services of the Irvine Ranch Water District.

Sincerely,

Ron Young

Ron Young

General Manager

Managing Our Water



To meet the water needs of a growing community in semi-arid Southern California IRWD depends on several sources of water.

The Colorado River Aqueduct brings water 250 miles across deserts and over mountain ranges to its terminal reservoir, Lake Mathews, near Riverside. The State Water Project carries water 450 miles from the Delta of the Sacramento and San Joaquin rivers to Southern California.

To guarantee the water is pure and safe to drink it must be treated. Water for Irvine is treated at the Diemer Filtration Plant. This state-of-the-art facility, located in Yorba Linda, is operated by the Metropolitan Water District of Southern California. Treated water travels into our community through large transmission mains.

To alleviate Irvine's total dependency on imported water, IRWD has developed a local well field located in the nearby Orange County groundwater Basin. This water is treated at the well site before flowing into our distribution system and supplements imported water supplies.

A special source of water used for irrigation purposes only, reclaimed water, is an integral part of IRWD's total water management

system. Wastewater from the community is collected and treated at the Michelson Water Reclamation Plant where approximately 10-12 million gallons are produced daily.

Delivered through a completely separate system, this high quality water provides irrigation for greenbelts, golf courses, freeway landscaping, parks, school grounds and agriculture.

IRWD has pioneered the use of reclaimed water in California. We have recently developed a system to allow reclaimed water's use for flushing toilets in high-rise office buildings, another first for IRWD.

Optimizing the use of imported and local water resources will secure water supplies for the entire IRWD service area and enable the District to be less dependent on costly imported water.

Financing Our Operations

The energy costs of pumping water along aqueducts and lifting it over the mountains and through pipes to the Irvine area are enormous. Producing well water and maintaining the supply system also cost a great deal. At IRWD, we believe that these costs can be minimized for the customers.

IRWD maintains strict separation between operating costs, paid by the customers with each bill, and capital costs for new development, financed by general obligation bonds, connection fees and property taxes. This approach ensures that each customer pays no more than his/her fair share.

Since 1983, IRWD has lowered sewer rates eight times. This has been made possible by modifications in the treatment process, energy saving measures and efficient management. Water rates are kept to a minimum despite the increased cost of imported water. The District is committed to providing its customers with quality service while at the same time, reducing expenses wherever possible.



Serving Our Customers

Monthly Billings

In order to keep costs to a minimum, your meter is read every other month. On alternate months, usage billed will be an estimate based on your prior usage. This estimated meter reading is adjusted to actual usage on your next bill.

Late Charges

On delinquent accounts, a late charge will be imposed. To avoid this charge, payments must be made within 25 days from the billing date. The intent of this late charge is to place the burden of the extra costs upon those few delinquent customers who cause it.

Vacation Billing

To avoid disconnection and reconnect fees while you are away on extended vacations, we suggest you contact the Customer Service Department prior to leaving. We will assist in making payment arrangements to ensure that your water service is not interrupted. Advance payment will also avoid any late payment charges upon your return.

Third Party Notification

You may request that a copy of any termination notice be sent by IRWD to a third party (friend, relative, social agency, etc.) who has agreed to accept such notices. The third party has no obligation to pay your bill but would learn of our action in time to help you. Contact Customer Service for more information.

WE NEED YOUR COOPERATION

In order to provide for your total water needs and assist you quickly and efficiently, we need your help. Please be aware of the following situations:

Meter Boxes

Your meter box is read regularly and checked for maintenance and repairs. Please help us serve you by keeping plants, shrubs, dirt and cement from preventing access to your meter box.

Water Softeners

An Ordinance prohibits the installation of self-regenerative water softeners in the home (the type you fill with rock salt). IRWD reclaims and reuses wastewater but the process does not remove salt. In order to keep our greenbelts from being aSALTed and withering away, do not use this type of water softener. If you want soft water in your home, subscribe to a water softener rental service that picks up and exchanges the cylinder. (See your phone book for listings.)



Protecting Our Water Resources

Groundwater is an important source of our water supply. Loss of pure, safe groundwater due to toxic pollutants would be disastrous. Cleaning up contaminants from our groundwater is a difficult, time-consuming and very expensive process.

The District is embarking on a comprehensive control program for the potential illegal disposal of hazardous waste. We want to be as much a leader in protecting local water supplies as we have become as a provider of reclaimed water.

Call our Community Relations Department for information about the proper handling and disposal of household hazardous materials.



Planning For The Future

As California enters the 90's, an era of efficient water resource management is upon us. The challenge of the future is to continue to explore new, unique and innovative methods of water use. Conservation is vital--both in the sense of a careful preservation and protection of our water resources and in planned management to prevent exploitation, destruction or misuse.

Working with the Community

The District carries out its water conservation objectives with an active community awareness program aimed at all segments of the population. Informational mailings, tours, landscape seminars, legislative forums, participation in community events and publications are the ways we communicate important messages. We also have a speakers' bureau with prepared presentations for community associations and service groups.

Each year local students and teachers participate in the District's comprehensive Water Awareness Program. The Program provides background information that allows them to make decisions about the importance of water in semi-arid Southern California. They also learn that Irvine is unique because it uses reclaimed water for irrigation, saving costly water for drinking.

Our goal is to develop a water knowledgeable citizens for the future. We cannot afford to forget that the land we inhabit is a semi-desert. So, while work goes on to make sure the tap doesn't run dry, efficient use and conservation are of equal importance.



Top Priority: Quality

Over the past two decades man's technical abilities have become so sophisticated that it's now possible to detect minute amounts of compounds no one had even heard of 20 years ago.

To keep tabs on more than 200 substances that could invade water, the water quality staff conducts thousands of tests a year. The latest in equipment and procedures enables technicians to measure concentrations as low as a few parts per trillion. (Like detecting 10 drops of ink in the Pasadena Rose Bowl if it were brimfull with water). Water supplies are continually monitored and have always met - most often far exceeded - health standards set for drinking water by state and federal agencies.

IRWD Services and Dept. Phone Numbers

24 HOUR EMERGENCY SERVICE (714) 453-5300

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

WATER QUALITY (714) 453-5500

Water samples are taken frequently at the treatment plants, well sites and check points throughout the community to ensure high quality standards. If you experience a significant change in water color, appearance or odor please call.

CUSTOMER SERVICE DEPT. Residential/Commercial Billing Questions (714) 453-5300

Your billing questions or planning ahead for vacation billing can be answered by calling Customer Service

Water Is Life

The Irvine Ranch Water District has developed a demonstration garden as a working model for everyone who wishes to create and maintain a beautiful, yet water-conserving landscape. California native plants, combined with other unthirsty varieties, can produce a water-efficient landscape that will be just as colorful and lush as one that depends on frequent and heavy irrigation.

Ideas for incorporating efficient irrigation systems and water conserving plants in your landscaping can be seen in IRWD's Water Conserving Garden located at the Irvine Historical Museum, 5 Rancho San Joaquin.

Tips on ways you can conserve water around the house and in the garden are available in publications and free water conservation kits are provided by the Community Relations Department. For further information call (714) 476-7504.

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cut & send in with your next water bill payment

Please send me the following information:

- Tips on water conservation
- Water quality
- Water supply
- Lawn watering guide
- Water conserving plants
- Reclaimed water
- Water conservation kit
- Hazardous material disposal
- IRWD monthly newsletter
- Tour and speaker arrangements
- School program