



The newsletter of IRWD

pipelines

September 2012 | Number 8

IRWD Offers an Ounce of Prevention

WITH CodeRED EMERGENCY ALERT SYSTEM

Disaster preparedness experts tell us that access to timely communications is vital during an emergency. Most local public agencies already have a system to contact community members during an emergency by using the telephone.

What makes IRWD different is that our CodeRED Emergency Alert System lets you customize the way you receive critical information, dramatically increasing the chance that important information about your water and sewer service will reach you during an emergency. Signing up for CodeRED is as easy as clicking on the Emergency & CodeRED link on the IRWD website and using the Community Notification Enrollment Form.

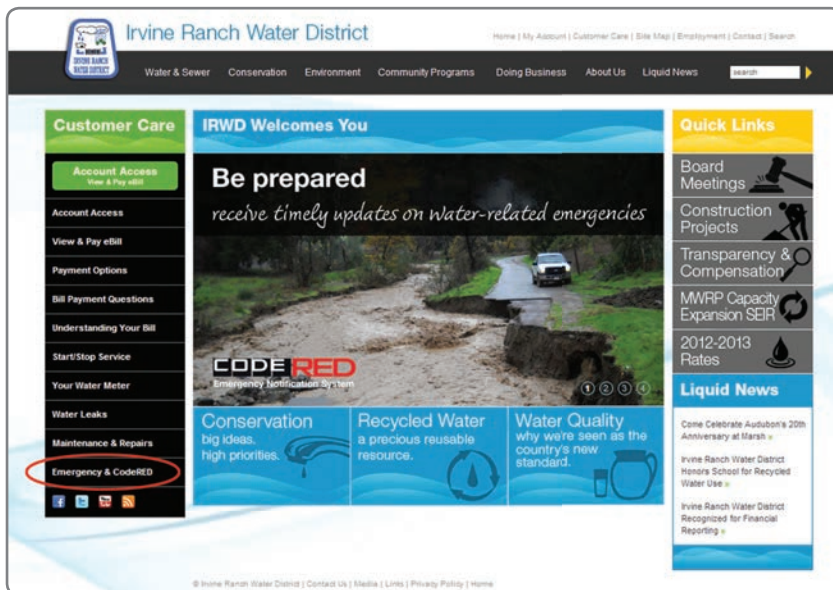
"IRWD has technology to send emergency notices over multiple platforms, such as email, land line, cell phone, or text messages," says IRWD Safety Manager Ken Erwin, "This is important because the more ways we have to reach you, the greater the chance we will succeed."

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IRWD has used the CodeRED Emergency Alert System during emergency sewer repairs, fires and severe winter storms to communicate with customers about service interruptions. "In a matter of minutes, IRWD customers were alerted about when repairs would be completed, when their water service would be restored, and what steps to take to clear their lines after service was restored," says IRWD Customer Service Manager Gina Jackson.

The CodeRED Emergency Alert System works in coordination with AlertOC and the County of Orange Emergency Notification System. During an emergency, IRWD also posts an information banner alert on the front page of the IRWD website that is updated throughout the event.

For more information or to sign up now, please visit www.irwd.com and click on Emergency & CodeRED in the Customer Care bar on the left side of the home page.



Be prepared. Visit Irvine Ranch Water District's website at www.irwd.com day or night to sign up for our CodeRED emergency notification system.

Join **IRWD** at the UC ANR South Coast Research & Extension Center to discover water-saving gardening practices at the **4th Annual Demonstration Landscape Open House & Vendor Fair**

Saturday, September 29 ~ 9 a.m. to 2 p.m.
7601 Irvine Boulevard, Irvine, CA 92618

Free fun for the whole family!



Information at www.alwayswatersmart.com

IRWD, Always Prepared

IRWD is committed to emergency preparedness and conducts annual drills and exercises for employees. IRWD's 16-foot-long Emergency Response Trailer is equipped with everything needed for such a response, including orange cones, protective suits, self-contained breathing apparatus, rubber boots and gloves, two children's wading pools used for decontamination, medical supplies, first aid kits, generators and medical monitoring equipment. When an emergency situation calls for it, IRWD's highly-trained hazardous materials response team utilizes the Emergency Response Trailer to take immediate action.

In addition, there are real-life events that put what staff has learned to the test. In October 2007, the Santiago Fire ravaged Orange County and kept IRWD crews across many departments working around the clock to keep the water flowing to firefighters. Crews were out close to the fire lines, installing generators, operating pumps and manually measuring reservoir depths in areas where power and phone lines were knocked out by the flames. Some crews manned hoses to help protect key water facilities. One of the IRWD pump houses in the Portola Hills area was destroyed.

In December 2010, torrential storms cause significant damage to Williams Canyon, washing out a road along with IRWD water mains that supply water service to canyon residents. Over several days, including Christmas, crews worked in the rain to provide access for equipment and construct two water bypass lines to restore water to residents.

Practice does make perfect. IRWD follows the guidelines and procedures practiced in the statewide, six-hour Emergency Preparedness Drill of 2008, one of the largest such drills in the nation's history in which IRWD has participated. To keep our emergency preparedness training current and fresh in the minds of our response team members, IRWD annually participates in a similar, but smaller, emergency preparedness drill.

To help you be better prepared, IRWD encourages you to review our list of emergency preparedness frequently asked questions. You'll find this list in the Customer Care section of www.irwd.com by clicking on Emergency & CodeRED and Emergency FAQ. While you're there, don't forget to sign up for the CodeRED Emergency Alert System.

Suggested Weekly Fall Irrigation Schedule

Month	Turfgrass	Trees, Shrubs & Ground Cover	% Option ²
September	4 days, 2 cycles ¹ of 3 minutes each	2 days, 2 cycles of 4 minutes each	70%
October	3 days, 2 cycles of 3 minutes each	2 days, 2 cycles of 3 minutes each	50%
November	2 days, 2 cycles of 3 minutes each	1 day, 2 cycles of 4 minutes each	40%

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. Your landscape's particular watering times may vary. 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.

¹ 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.

² 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.



Customer Service Information

IRWD Website Link & Social Media Channels »

24 Hour Customer Access

(949) 453-5300

e-mail: customerservice@irwd.com

Irvine Ranch Water District

15600 Sand Canyon Avenue
Irvine, California 92618

Visit us: www.irwd.com



Join our fan page:
Irvine Ranch Water District



@IRWDnews
@AlwaysH2OSmart
@IRWDemergency



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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Comments about this publication?

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