

Avoid bill penalties

IRWD has resumed its late fee policy, and disconnections for nonpayment took effect Oct. 1. Visit

PayMyBill.IRWD.com
or [IRWD.com/
payment-arrangement](http://IRWD.com/payment-arrangement).

pipelines

OCTOBER 2022



Irvine Ranch
Water District

Tips on turf removal & HOAs

Are you thinking about removing your lawn, but worried about what your HOA will say?

We recommend that you start by talking with your association. HOAs often have design standards that they need to meet, and an early conversation can allow you to come up with a design that works for everyone.

Visit Rightscape.com/landscape-resources for planning tools, a guided plant search, design tips and more from IRWD. Once you have a plan, get your HOA's approval, if required. Then, apply for IRWD's biggest turf rebate ever and get up to \$5 for every square foot removed! Visit IRWD.com/rebates for this and other offers.

For more information on working with your HOA, refer to the FAQ at IRWD.com/turf-rebate or email us at Rightscape@IRWD.com.

Federal grant supports IRWD project

IRWD's Syphon Reservoir Improvement Project was awarded a \$12.2 million grant from the Bureau of Reclamation as part of a national funding plan to promote critical drought-resilient projects.

The Bureau of Reclamation award will support an expansion of the reservoir off Portola Parkway north of Irvine to store more recycled water, which is used for landscape irrigation and many other uses.

Secretary of the Interior Deb Haaland announced the award at a recent event at IRWD's Rattlesnake Reservoir, where a recycled water pump station is being built to support continued expansions of recycled water use in our community.

IRWD's nationally acclaimed recycled water system accounts for more than 25% of the water the District serves. It is one of the reasons IRWD is so resilient, even during drought—and why our community is still green. The Syphon Reservoir Improvement Project will build on that.

"Right now, we cannot store all the recycled water we produce in winter," IRWD General Manager Paul Cook explained. "This project will give us the capacity to store all the recycled water we produce so we have plenty to draw from in summer when demand is high."



IRWD General Manager Paul Cook at the podium, with U.S. Secretary of the Interior Deb Haaland and California Natural Resources Secretary Wade Crowfoot.

Join us Oct. 22
10 a.m. — 1 p.m.
at IRWD headquarters
15600 Sand Canyon Ave., Irvine

For a **FREE** lunch
register at IRWD.com/BetterYards

Thousands of dollars hiding in your lawn?

Find out at our **Better Yards by Design** expo.

Learn how to turn grass into cash with up to \$25,000 in rebates. Sign up for a **FREE** introductory consultation with a landscape designer (\$150 value).

Presentations • Info booth • Demonstration gardens • Food truck • Kid-friendly!



Save the date

Community Tour

In-person tour

Oct. & Nov. 4
10 a.m. – 2 p.m.

Join us for a tour of our Michelson Water Recycling Plant and San Joaquin Marsh Wildlife Sanctuary, and learn more about the benefits of recycled water and how IRWD's marsh helps keep the Back Bay clean!

Sign-up required:
RightScape.com/events

Missed a past webinar?

Access IRWD's library of recorded webinars and classes, and watch them at your leisure – on your own time. Go to Rightscape.com/events and scroll to the bottom of the page to click on "Past Classes."

Water education: for free

If you have children in our service area, they will likely learn a lot of water wisdom from IRWD.

We partner with Discovery Cube Orange County to provide local schools with free in-person and virtual workshops, assemblies, and field trips to the San Joaquin Marsh Wildlife Sanctuary, where students learn how the natural treatment process cleans urban runoff. Schools can email groups@DiscoveryCube.org or call 714-263-3815 to schedule an event.

We also team up with Sea & Sage Audubon Society, which offers tours and classes to school children and the community. Visit SeaAndSageAudubon.org.

For more information, visit IRWD.com/education.



Q: Hi Juan. What tips do you have for the fall? After September's hot spell, I am eager to rejuvenate my landscape.

A: This is a great time to give your garden a little TLC. Take

time to walk around your yard and prune any dead flowers, shoots or branches that may have been stressed in summer. Also, a little weeding and mulching can suppress those dreadful weeds. Then, start planning for planting later this season. The soil is still warm enough to promote root development and autumn rains will give those new plantings a boost for winter. Santa Ana winds can increase a plant's water needs this time of year, so be sure to water your landscape deeply once or twice a week to help.

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

California native corner

Juan's October plant: bush poppy

Bush poppy (*Dendronmecon rigida*) is a vigorous evergreen shrub native to Southern and Baja California. It has long, narrow, grayish blue-green leaves on upright arching branches—and its solitary blooms are brilliant yellow and slightly fragrant in winter and spring. Bush poppy provides excellent habitat for caterpillars, butterflies, bees and other beneficial insects. Once established it can do with little to no water. Learn more at CalScape.org and CalScape.org/planting-guide.php. — Juan



Q: How is IRWD handling past-due balances, now that the state's moratorium has ended?

A: IRWD put a hold on its late fee and discontinuation of service policies during the pandemic to help our customers out. Now that life has returned to normal, these policies are back in effect. Late fees and interest on unpaid balances resumed on Sept. 1, and discontinuations of service for delinquent accounts started Oct. 1.

We encourage all customers with outstanding balances to pay their bill or sign up for a payment arrangement to avoid penalties and disconnections of service. Visit IRWD.com/payment-arrangement to apply.

We offer several ways to pay at no cost: automatic and one-time payments at PayMyBill.IRWD.com; pay by phone using a check, credit card, Venmo, PayPal or PayPal Credit; in-person payments, and by mail. Visit IRWD.com/payment-options for details.

Got a question? Email info@IRWD.com with "Ask Customer Service" as the subject line.

24-Hour customer service: 949-453-5300

Email: CustomerService@IRWD.com

Address: 15600 Sand Canyon Avenue, Irvine, CA 92618

Website: IRWD.com

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