

# Important Information

## Methods for Paying Your Bill

- Use the enclosed envelope to mail your payment to our remittance processing location at:  
P.O. Box 51403, Los Angeles, CA 90051-5703.
- Visit our website at [www.irwd.com](http://www.irwd.com) for convenient electronic payment options.
- Pay in person, at 15600 Sand Canyon Ave, Irvine, CA 92618. There is also a payment drop-box located in the parking lot.

## When Your Bill is Due

Your bill is due upon presentation and becomes delinquent 25 days after the date billed. A 10% late charge will be levied on the original unpaid balance plus 1.5% interest thereafter until paid. Failure to receive the bill does not release you from payment obligation, nor will it entitle you to a billing discount or exempt you from late fees or service disconnection for non-payment. If it becomes necessary to discontinue service for non-payment, the entire past due amount, late charges, and a reconnection fee must be paid before service is restored.

## If You Have Difficulty Paying Your Bill

If you are having difficulty paying your water bill on time, please call Customer Service at (949) 453-5300 before payment is due to discuss payment arrangements.

## If You Dispute the Amount of Your Bill

If you dispute the amount charged, please call the IRWD Customer Service Department for an explanation. If you are still not satisfied, you must submit your complaint or request for review in writing to IRWD attention: Billing Disputes 15600 Sand Canyon Ave, Irvine, CA 92618 within 15 days of receipt of your bill. Your service will not be terminated until the review has been completed and you have been notified of the District's decision. You will then be given an opportunity to pay the bill or make payment arrangements to avoid termination of service.

## Termination of Service

We will not discontinue your service for non-payment of a bill if you establish that you are financially unable to pay the bill in full and/or that discontinuation of service would result in a life-threatening situation, provided you agree to pay the past due bill in reasonable installments while keeping any future bills current. We may ask you to furnish proof from a licensed physician, public health officer, or social worker. If service has already been terminated, a \$70 reconnection fee will be required to restart service during normal business hours, or \$95 to restart service after hours. To discuss payment options, call the IRWD Customer Service Department at (949) 453-5300.

## Starting or Stopping Service

We require at least one (1) business day notice to start or stop service. These services are performed between 8:00 a.m. to 5:00 p.m., Monday through Friday. In order to establish service in your name, you will need to provide the service address, mailing address, contact phone number, a social security number, and the date you wish to start service. A \$25 non-refundable service establishment fee will be applied to your first bill. A deposit may be required if we cannot verify your identity. Deposits are refundable after 12-months good payment history. You will be responsible for all charges until IRWD is notified that service is no longer required in your name. IRWD offers a free continuous service agreement for owners of rental properties that waives the service establishment fee each time there is a change in tenancy. To sign up, call a Customer Service Specialist at (949) 453-5300, or download the *Continuous Service Agreement for Property Managers* from our website at [irwd.com/start-stop-service](http://irwd.com/start-stop-service).

## Returned Checks

There will be a \$20 service charge for each check returned from the bank.

## The Water Meter Serving Your Address

The water meter is the property of the District and lies within a public easement. Please do not construct anything near, over, or around the meter that would interfere with continuing access by IRWD. All vegetation must be controlled so as not to encroach upon or cover the meter box.

## How to Contact Us

Please mail written correspondence to IRWD attention: Customer Service Department 15600 Sand Canyon Ave, Irvine, CA 92618, or email [customerservice@irwd.com](mailto:customerservice@irwd.com)

## Questions

If you have questions, or would like any other information, please call our Customer Service Department at (949) 453-5300.

*Portions of the above information are provided pursuant to the Government Code and Public Utilities Code of the State of California.*

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**Irvine Ranch Water District**  
15600 Sand Canyon Ave.  
Irvine, CA 92618  
[irwd.com](http://irwd.com)

Please include your account number on the payment check, and make checks payable to IRWD.

Please contact the IRWD Customer Service Department to make any changes to your account.

(949) 453-5300 • [customerservice@irwd.com](mailto:customerservice@irwd.com) • online at: [irwd.com](http://irwd.com)