



INSTRUCTIONS FOR SUBMITTING A LANDSCAPE IRRIGATION ADJUSTMENT FORM

1. COMPLETELY FILL OUT THE FORM (INCOMPLETE FORMS WILL NOT BE ACCEPTED).
2. THE FORM MUST BE RECEIVED NO LATER THAN THREE MONTHS AFTER THE BILLING DATE FOR WHICH THE REQUEST IS BEING SUBMITTED.
3. THE FORM **MUST BE ACCOMPANIED** BY A WORK ORDER/INVOICE FOR THE REPAIR **AND** A COPY OF A WEEKLY TRACKING SHEET FOR THE BILLING PERIOD FOR WHICH THE REQUEST IS BEING MADE. TRACKING SHEETS (HARD COPY AND SOFTWARE VERSIONS) ARE AVAILABLE AT:
Weather Center - ET Zones
4. ADJUSTMENT REQUESTS FOR MAINLINE & LATERAL BREAKS/LEAKS WILL BE CONSIDERED. OTHER TYPES OF CONNECTION BREAKS/LEAKS WILL BE EVALUATED.
The following issues are NOT eligible for adjustment requests:
Stuck Valves, Over-seeding, Controller Malfunction, Landscape Renovation
5. IF APPROVED, THE MAXIMUM AMOUNT OF CCFS ADJUSTED WILL NOT EXCEED THE FLOW RATE FOR THE METER SIZE AT 24 HOURS.
6. FOR RECYCLED WATER LOSS EXCEEDING 50,000 GALLONS (68 CCF) THE CUSTOMER MAY BE REQUIRED TO SHOW PROOF THAT THE CALIFORNIA REGIONAL WATER QUALITY CONTROL BOARD, SANTA ANA REGION HAS BEEN PROPERLY NOTIFIED.

ADJUSTMENT REQUESTS ARE PROCESSED IN THE ORDER IN WHICH THEY ARE RECEIVED. IRWD IS NOT RESPONSIBLE FOR MISDIRECTED FORMS.

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