



Understanding your water bill

Irvine Ranch Water District



Irvine Ranch
Water District

Understanding your water bill

Billing Summary

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Your monthly bill is simple to understand, without skimping on detail. The first page is your Account Summary. It puts the most vital info front and center, for times when you just want to pay your bill and know if you're staying within your water budget. **Here are the key features:**

Contact info for **Billing Inquires** or other help.

Find your **Account Number** up here, along with other information you might need when inquiring about billing or service.

This **Account Summary** tells you in bold type how much you owe, and when it's due. We also break out how much you owed last month, how much you paid and any adjustments you have received.

Watch this space for **messages** about your account, events, water-saving opportunities, construction, and other things important to you.

If your water use exceeds your monthly budget, **an alert** will appear here in red type, with tips to help you correct the issue.

Payment stub

This easy-to-read graph shows **Your Water Usage** for the current month and previous 12 months, compared to your monthly water budget. The bar turns red if you exceed your budget. This helps you identify trends, so you can adjust as needed.

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Irvine Ranch Water District
15600 Sand Canyon Ave.
Irvine, CA 92618
IRWD.com

Account Number: 9876543210
Meter Number: 24681357
Service Address: 1234 Anywhere Ave
Service City: Irvine
Service Type: Potable Residential Water

Billing Inquiries
Monday - Friday / 8am to 5pm
949-453-5300 or
customerservice@IRWD.com

Report an Emergency 24/7
949-453-5300

Account Summary

Date Bill Prepared: October 27, 2023
Previous Amount: \$265.29
Payments Received: -\$126.18
Adjustments: -\$139.11
Balance Forward: 50.00
Current Charges: \$84.90

Total Amount Due by Nov 17, 2023 \$84.90

Your next bill will be prepared on or about November 21, 2023.
See page 3 for additional billing details. See page 4 for adjustment details (if applicable).

Your Water Usage

Your Water Usage for this Billing Period: 13 CCF
Your Water Budget for this Billing Period: 11 CCF
(See page 3 for details)

Amount Over Your Water Budget 2 CCF

CCF is the basic measurement of water use. One CCF equals approximately 748 gallons of water.

Monthly Water Budget vs Usage

Month	Usage (CCF)	Budget (CCF)
OCT 2022	10	10
NOV 2022	10	10
DEC 2022	10	10
JAN 2023	10	10
FEB 2023	10	10
MAR 2023	10	10
APR 2023	10	10
MAY 2023	10	10
JUN 2023	10	10
JUL 2023	10	10
AUG 2023	10	10
SEP 2023	10	10
OCT 2023	13	11

Time to sign up for the Time to Plant workshop
Fall and winter are the best times to establish new plants in your garden, so they thrive in the spring. Join our Water Efficiency staff at 6 p.m. on Wednesday, Nov. 15, for the Time to Plant workshop. Learn how to select the right plants for your landscape. Discover more about California native plants, their seasonal water needs and horticultural care. The workshop takes place at IRWD headquarters, 15600 Sand Canyon Avenue, Irvine. Sign-up required, at IRWD.com/events

Sign up for IRWD Alert notifications
Sign up for our new emergency notification tool at IRWD.com/alert.

Question about IRWD construction?
Find information at IRWD.com/construction-projects.

Your water bill shows charges in the inefficient or wasteful tiers. This may be an indication that you have a leak on your property or are using too much water on your landscape.

Please return this payment stub along with your payment.

Account Number: 9876543210

Amount Due by Nov 17, 2023 \$84.90

Amount Enclosed

Please write your account number on your check, and make payable to IRWD.
To pay using our automated system, call 888-288-0141.
For more payment options, visit IRWD.com.

IRVINE RANCH WATER DISTRICT
P.O. BOX 51403
LOS ANGELES, CA 90051-5703

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IRVINE RANCH WATER DISTRICT
15600 Sand Canyon Ave.
Irvine, CA 92618
IRWD.com

customerservice@IRWD.com

CUSTOMER NAME
1234 ANYWHERE AVE
IRVINE CA 92618-2418

Questions? Contact customerservice@IRWD.com or 949-453-5300.



Want a detailed breakdown of how your water and sewer charges are calculated? You'll find it on this page of your bill.

Service Charges, listed here, are fixed costs on your bill, established to recover the fixed costs of IRWD's water distribution system, treatment processes and sewers.

This **Billing Details** section, is a breakout of the charges and data used in calculating your bill. This includes your meter size, your previous and current monthly meter readings, and the amount of water your household used during the billing period.

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Irvine Ranch Water District
15600 Sand Canyon Ave.
Irvine, CA 92618
IRWD.com

CUSTOMER NAME
Account Number: 1234567890

Billing Details

Date Bill Prepared: October 27, 2023
Billing Period: 29 days - 09/27/23 to 10/26/23
Meter Number: 93461483
Meter Size: 5/8"
Previous Read: 1631 CCF
Current Read: 1644 CCF
Your Water Usage for this Billing Period: 13 CCF
Your Water Budget for this Billing Period: 11 CCF
Your monthly water budget is based on 4 occupants with 1300 sq. ft. total irrigation landscape area.

Previous Balance:	\$265.29
Payments Received:	-\$126.18
Adjustments: (See page 4 for details, if applicable.)	-\$139.11
Balance Forward	\$0.00

Water Usage Charges

Tier 1 - Low Volume	5 CCF @ \$1.75	\$8.75
Tier 2 - Base Rate	6 CCF @ \$2.52	\$15.12
Tier 3 - Inefficient	2 CCF @ \$6.25	\$12.50
Tier 4 - Wasteful	0 CCF @ \$15.49	\$0.00

Total Water Usage Charges \$36.37

Service Charges

Water Service	29 Days @ \$0.3951 per Day	\$11.46
Sewer Service	29 Days @ \$1.1079 per Day	\$32.13
Total Service Charges		\$43.59
Pumping Surcharge	13 CCF @ \$0.38	\$4.94
Total Current Charges		\$84.90
Total Amount Due by Nov 17, 2023		\$84.90

Understanding Your Bill

CCF is the basic measurement of water use. One CCF equals 100 cubic feet of water – about 748 gallons.

Water Budget is how much water you are budgeted each billing cycle to provide for your indoor and outdoor water needs. It is based on the type of residence, the number of residents, the square footage of irrigated landscape, and the seasonal weather. The water varies each billing period and is composed of an indoor and an outdoor portion:

- Outdoor Water Budget** is based on the square footage of irrigated landscaping at your home and seasonal weather factors. Outdoor water budgets are based on the amount of water necessary to maintain a healthy landscape composed of 60% warm-season turf and 40% drought-tolerant plants.
- Indoor Water Budget** is based on the number of residents living in your home. It is calculated at 50 gallons per person per day.

Variances are available to customers with documented additional water needs, such as additional residents living in the home. To request a variance, visit our website at IRWD.com/request-a-variance.

Water Usage Charges cover the cost of water used by the customer. Rates in each tier are based on the actual cost of service associated with providing water in those tiers. Tiers 1 and 2 represent water use within the monthly water budget that is related to the lowest cost of water. Tiers 3 and 4 indicate water use that is over budget and related to higher-cost water.

Pumping Surcharge is a charge for the additional costs incurred to provide water to customers at higher elevations. The surcharge is calculated based on water use (in CCFs) for each billing period. It is only applicable to customers living in designated areas and is based on actual energy costs. A pumping surcharge zone map and associated charges are available at IRWD.com/services/proposed-rates.

Water Service Charge is a daily, ready-to-serve charge that covers the fixed costs of operating and maintaining the water distribution system. The charge varies based on the meter size and number of days in the billing cycle and is assessed whether or not any water is used during the billing cycle.

Conservation Credit applies to potable residential and landscape customers whose water usage remained within the Tier 1 - Low Volume tier for 9 out of 12 months during the previous calendar year. The credit is based on the number of days in the billing cycle. For 30-day billing cycle, the credit is \$2.00. To be eligible for the credit, you must be an IRWD customer for a full calendar year.

Sewer Service Charge is a daily, ready-to-serve charge that covers the costs of collecting, operating, and maintaining the sewer system. The fixed charge varies based on the number of days in the billing cycle and the Irvine rate area charges are assessed whether or not any water is used during the billing cycle. Contact IRWD for details on your account's sewer billing.

To view or download a copy of the annual Water Quality Report, visit IRWD.com/services/water-quality-report. For More Information, including details for non-residential customers, technical formulas, sample bills and more, visit our website at IRWD.com/rates-charges.

% Water Usage Billing Chart

Tier 1 Low Volume 0-40%	Tier 2 Base Rate 41-100%	Tier 3 Inefficient 101-140%	Tier 4 Wasteful 141%+
5 CCF @ \$1.75 per CCF	6 CCF @ \$2.52 per CCF	2 CCF @ \$6.25 per CCF	0 CCF @ \$15.49 per CCF

Your usage for this billing cycle: 13 CCF
Average Daily Water Budget: 284 gallons
Average Daily Water Use: 335 gallons

Amounts showing in Tiers 3 and 4 are over your monthly water budget.
Your usage this month was 2 CCF over your monthly water budget.

To discover useful tools and resources aimed at helping you reduce water use and save money on future water bills, please visit IRWD.com/rightscape

Unfamiliar with any terms or charges listed under Billing Details? The **Understanding Your Bill** section is a glossary. It explains the terminology and how each item applies to you.

Water Usage Charges will vary each month based on your actual water use, which is broken out here.

To pay the lowest rates, stay within the Tier 1 Low Volume and Tier 2 Base Rate tiers. If you see charges in Tier 3 Inefficient or Tier 4 Wasteful, you used more water than your household is budgeted.

Find details at irwd.com/services/residential-water-rates and water-saving tips at IRWD.com/savewater

This new **% Water Usage Billing Chart** further breaks down the tiered rate structure and illustrates your actual water usage versus your monthly water budget. Aim to be at or below the 100% mark. An additional red alert message appears if you are over budget for the month.



Adjustment Details

This page will appear only if adjustments have been applied to your current bill. These may include start-service charges, leak adjustments, or other factors.

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Irvine Ranch Water District
15600 Sand Canyon Ave.
Irvine, CA 92618
IRWD.com

CUSTOMER NAME
Account Number: 1234567890

Adjustment Details

CANCEL /REBILL -LEAK ADJUST: 08/25/23 to 09/27/23
Canceled Bill Amount -5265.29

Water Usage Charges

Tier 1 - Low Volume	6 CCF @ \$1.75	\$10.50
Tier 2 - Base Rate	7 CCF @ \$2.52	\$17.64
Tier 3 - Inefficient	6 CCF @ \$2.52	\$15.12
Tier 4 - Wasteful	9 CCF @ \$2.52	\$22.68
Total Water Usage Charges		\$65.94

Service Charges

Water Service		\$13.04
Sewer Service		\$36.56
Total Service Charges		\$49.60

Pumping Surcharge 28 CCF @ \$0.38 \$10.64

Rebill Amount \$126.18

Net Amount -5139.11

Total Adjustments -5139.11

Understanding Your Adjustments

Cancel/Rebill adjustment has been applied to your account by cancelling the original bill(s) and re-calculating a new bill for those billing periods.

-Leak Adjustment due to a water leak, a cancel/rebill adjustment has been applied to your account using the Base Rate price for all usage above Low Volume.

Canceled Bill Amount: the original bill amount that was charged on a previous bill (backable billing cycle noted). This amount has been credited back to your account for this billing cycle and is being re-calculated as shown in the Water Usage section to the left. Multiple cancel/rebill adjustment months may be applicable.

Water Usage in the Inefficient and Wasteful tiers were re-calculated to reflect the lower Base Rate charge per CCF. In the original bill that was canceled, charges in the Inefficient and Wasteful tiers were calculated at higher rates.

Service Charges are unchanged from the original, canceled bill. Service charges are daily, ready-to-serve charges that cover costs of operating and maintaining the District's water and sewer infrastructure systems. Because these systems are continuously maintained and available year round, they are assessed each billing cycle whether any water gets used during the billing cycle or not.

Rebill Amount is the adjusted amount for the original bill that was canceled and re-calculated using the Base Rate charge. Water usage that fell within the Inefficient and Wasteful tiers was re-calculated at the Base Rate charge per CCF.

Net Amount is the difference between the original bill and the re-calculated bill. This may result in a credit to your account.

Total Adjustments: the total net amount of all adjustments shown on this bill. If the credits are greater than the amount you owe, your account will be credited by that amount.

See page 2 for additional adjustment information, if applicable.

Here we explain the **terminology and charges** listed in the Adjustment Details section, to help you understand how they apply to your bill.

This **Adjustment Details** section provides a detailed breakdown of credits or corrected charges applied to your bill. The **Total Adjustments** number here is carried over as "Adjustments" in the Account Summary and Billing Details portions of your bill.