

## New rates and charges

New rates and charges take effect this month.

Learn more at  
[IRWD.com/  
rates-charges](https://www.irwd.com/rates-charges).

# pipelines

JULY 2024



Irvine Ranch  
Water District

Surprise bougainvillea

## Paperless billing? Try it out!

Are you still receiving your water bill in the mail? Why not give our paperless billing a try?

It's fast, easy and secure—and saves you the added cost of a postage stamp.

IRWD offers flexible, free options for both online and mobile billing.

You can pay by phone or text, or set up autopay via credit card, PayPal or Venmo.

As an online bill payment customer, you also have the benefit of easy access to your water-use and billing histories. You can check them anytime, anywhere, with a simple click of a link.

Try it out, and if you decide you want to stop receiving wasteful paper bills in the mail, be sure to log in to our payment portal at [IRWD.com/billpay](https://www.irwd.com/billpay) and select the “paperless” option for your account.

You can always switch back if you change your mind.

## Plan in summer, plant in fall Act now. Our \$5 rebate ends in September.

Get more from your backyard by replacing your grass with water-saving landscaping. No, we don't mean artificial turf. We're talking about creating your own outdoor living space with beautiful plants, seating areas for entertaining, and maybe even a firepit!

With IRWD's Turf Replacement Program, you can get up to \$5 per square foot of grass removed. Plus, you may be eligible to receive \$100 for every new tree planted as part of the program.

The \$5 offer ends Sept. 1, so apply now and start planning for planting in the fall. Visit [IRWD.com/landscape](https://www.irwd.com/landscape) for design ideas and other resources to help.

**Tip:** Don't remove your grass until your application has been approved! Part of the process requires measuring your landscape area and confirming the presence of a lawn. Learn more and apply for the rebate at [IRWD.com/turfrebate](https://www.irwd.com/turfrebate).

#NoMoMow  
**WE CAN'T HELP YOU REMOVE THAT.**  
But we can help you remove your lawn.  
**GET \$5/SQ FT**  
Hurry, offer ends Sept. 1.

The graphic features a green background with a white line-art illustration of a man's face with a large, curly beard on the right side. The text is in various shades of blue and green.



# Way to go, Masimo!

Congratulations to Masimo, for achieving a second IRWD WaterStar designation for making water-saving changes to the company's Alton Parkway location.

The health technology and consumer electronics company's main office was first named a WaterStar in 2019, and recently received its second recognition for achieving significant savings at its Alton location—installing high-efficiency toilets, no-flush urinals, low-flow showers and sensor-controlled faucets. Water-efficient landscaping adds to the overall savings.

Visit [IRWD.com/waterstar](http://IRWD.com/waterstar) for more information, and if you're a business in our service area—be sure to apply!



## Ask Customer Service

**Q:** My water seems hard. Is it OK to drink?

**A:** Yes! Water hardness does not affect the safety of your drinking water. In fact, the calcium and magnesium that make water hard are essential minerals for our health.

Different blends of minerals change the taste of drinking water. IRWD's water hardness changes according to the water sources used to serve our communities at various times of year.

Areas served by mostly groundwater have lower hardness levels compared to those receiving more imported water from the mineral-rich Colorado River and Northern California.

Concerned about spots? Try a rinse agent in your dishwasher, and soak fixtures in a vinegar solution to remove deposits. For more information, check out the FAQ at [IRWD.com/quality](http://IRWD.com/quality).

## Save the date

### Dream-Design Your Yard

Saturday, July 13  
9 a.m. – 11:30 a.m.

Get ideas from several landscape design experts on how to transform your yard into a beautiful oasis.

**Sign-up required:**  
[IRWD.com/events](http://IRWD.com/events)

### Watershed cleanup

Saturday, Sept. 21  
9 a.m. – 11:30 a.m.

Participate in our annual Watershed Cleanup, held in conjunction with California Coastal Cleanup Day.

**Sign-up required:**  
[IRWD.com/events](http://IRWD.com/events)



## Ask Juan

**Q:** We recently converted one of our sprinkler system stations to inline drip, and we're getting conflicting information on how to adjust the watering schedule to give the plants just the right amount of water they need. Can you help?

**A:** Because inline drip systems release water more slowly than spray heads, you'll need to increase your irrigation time—but the question of how much depends on the spacing between your rows, the types of plants in your landscape, and the time of year. You can find the information you need at [IRWD.com/wateringguide](http://IRWD.com/wateringguide). Click on the "drip schedule" button underneath the spray head chart for a helpful, printable schedule you can follow all year.

Got landscape questions? Email [AskJuan@IRWD.com](mailto:AskJuan@IRWD.com).

### California native corner

#### Juan's July plant: California aster

California aster (*Symphotrichum chilense*) bursts with summer and fall flowers ranging in color from blue to lavender to yellow. It is fast-growing, reaching a size of 3-by-3 feet. Deadhead spent blooms to produce more flowers, and prune it low in late fall.



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