

This presentation premiered at WaterSmart Innovations

watersmartinnovations.com



Irvine Ranch Water District Put Your Badge Away: Leak Academy, The Alternative to Water Cops

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Irvine Ranch Water District



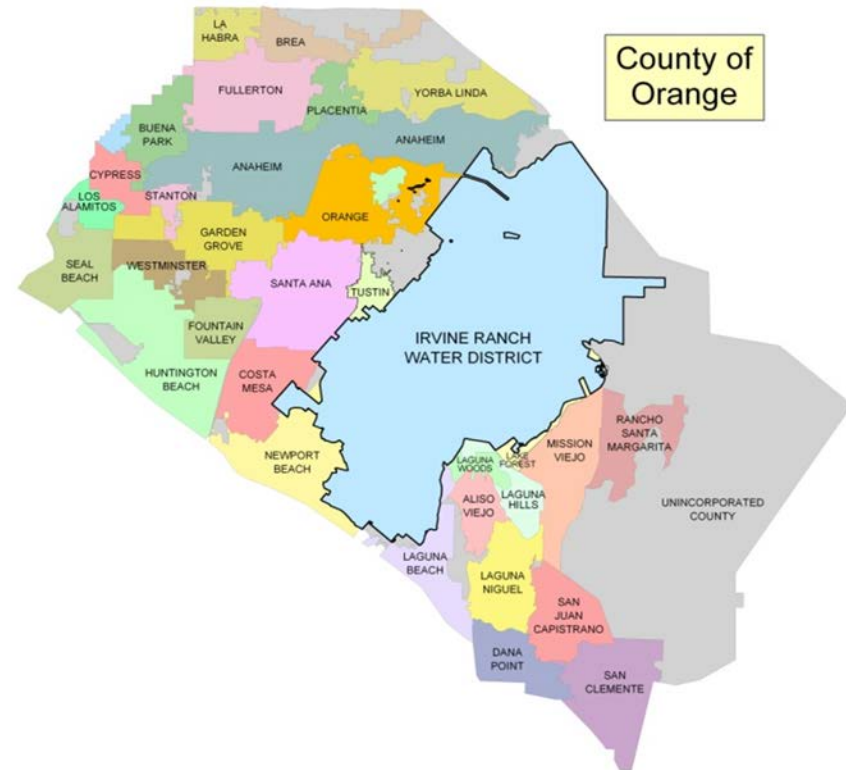
Serving:

- Irvine
- Tustin
- Lake Forest
- Orange
- Newport Beach
- Costa Mesa
- Unincorporated Orange County

A California Special District Serving Central Orange County

Reliable High-Quality Water & Sewer Service.
Efficient. Cost Effective. Environmentally Sensitive.
High Level of Customer Satisfaction.

IRWD Serves 20% of Orange County



IRWD Service Area



380,000

Residential Customers

500,000

District Daytime Population

181 Square Miles

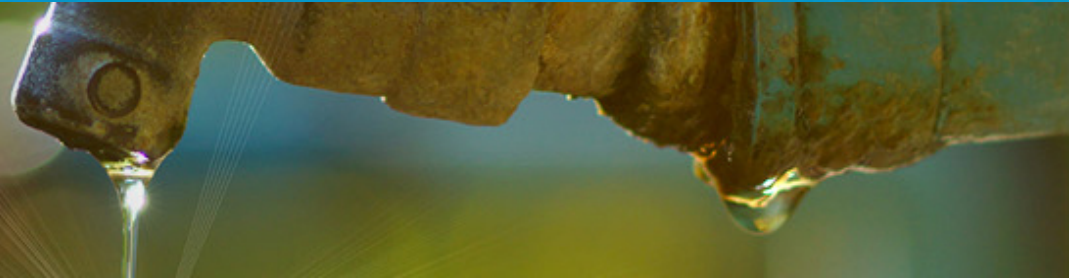
20% of Orange County

6 Cities

Irvine, Tustin, Lake Forest,
Orange, Newport Beach,
Costa Mesa, unincorporated county

Program Description

Customer Training Center



- Professor Wright & Roger teach you about water efficiency
- Budget based tiered rates
- Traffic school for your water bill
- Complete the class in exchange for a certificate and adjustment on your water bill

Marketing & Outreach

Customer Training Center



- Microsite
- Bill Insert
- Social Media
- Customer Service

Program Content

Customer Training Center

RightScape
Water Efficiency Made Easy
Love Every Drop!



- Customer Info
- Understanding Your Bill
- Leak Detection
- Checking for Leaks Indoor
- Where Water is Wasted
- How to Prevent Leaks
- Results

Understanding Your Bill

Customer Training Center

Irvine Ranch Service Area – Residential with Outdoor Water Use

Commodity (Cost of Water) Charge

	Percentage of Allocation	Cost per CCF
Low Volume	0-40%	\$1.11
Base Rate	41-100%	\$1.62
Inefficient	101-130%	\$3.92
Wasteful	131+%	\$14.53

100% of water needs for indoor & outdoors

Monthly Service Charge: \$10.30 (5/8" * 3/4" meter)

Understanding Your Water Bill

ACCOUNT NAME JOHN SMITH ACCOUNT NUMBER 4689500000
 SERVICE ADDRESS 11 SAND CANYON METER NUMBER 71111110
 SERVICE CITY IRVINE BILL TYPE REGULAR BILL
 SERVICE TYPE POTABLE RESIDENTIAL WATER BILL ID 495901887028

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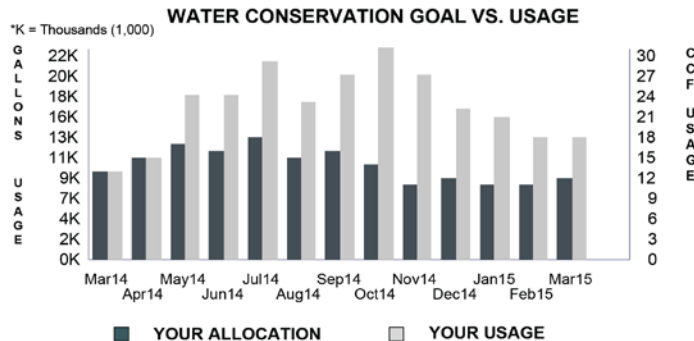
BILL COMPLETION DATE 03/23/15 BILLING PERIOD FROM 02/19/15 TO 03/19/15

Usage in Gallons	Average Gallons Per Day	Previous Read	Current Read	Usage in CCF*
13464	481	3239	3257	18
				*1 CCF=748 gallons

PREVIOUS PERIOD'S BALANCE				\$74.64
THANK YOU FOR YOUR PAYMENT 03/16/15				\$74.64
USAGE - LOW VOLUME	5 CCF @ 0.88			\$4.40
USAGE - CONSERVATION BASE RATE	7 CCF @ 1.34			\$9.38
USAGE - INEFFICIENT	4 CCF @ 3.91			\$15.64
USAGE - EXCESSIVE	2 CCF @ 6.22			\$12.44
USAGE - WASTEFUL	0 CCF @ 12.60			\$0.00
WATER USAGE CHARGE			\$41.86	
WATER SERVICE CHARGE			\$9.80	
SEWER SERVICE CHARGE			\$19.13	
TOTAL SERVICE CHARGES			\$28.93	
TOTAL CURRENT CHARGES				\$70.79

YOUR ALLOCATION FOR THIS BILL IS 12 CCF/8976 GALLONS
 BILL CALCULATION BASED ON 1300 SQ FT LANDSCAPE + INDOOR ALLOCATION
 WATER AND SEWER SERVICE CHARGES ARE BASED ON NUMBER OF DAYS BILLED.

PAYMENT DUE DATE 04/13/2015 \$70.79



AVERAGE GALLON PER DAY COMPARISON		
# DAYS BILLED	YOUR ALLOCATION	YOUR USAGE
28	321	481

For a chance to win a \$500, \$300 or \$100 Home Depot gift card, enter our 2015 Fix a Leak Week Contest. This year, Fix a Leak Week is March 16 - 22. The contest ends March 31. For full contest details, and to submit your entry, visit irwd.com/fixaleak.

Water Use in CCF
(Hundred Cubic Feet)

Your Allocation

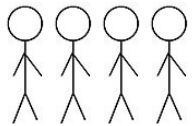
Landscape Size

of Gallons per CCF

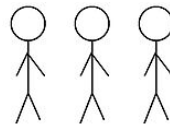
Water Budgets Have Equitable Allocations



Single Family Residence



Attached Home – Condo



Apartment



50 Gallons Per Person Per day



1,300 Square Feet
of Landscaping

435 Square Feet
of Landscaping

None

Leak Detection – Watch and Learn

Customer Training Center



Checking for Leaks Indoor

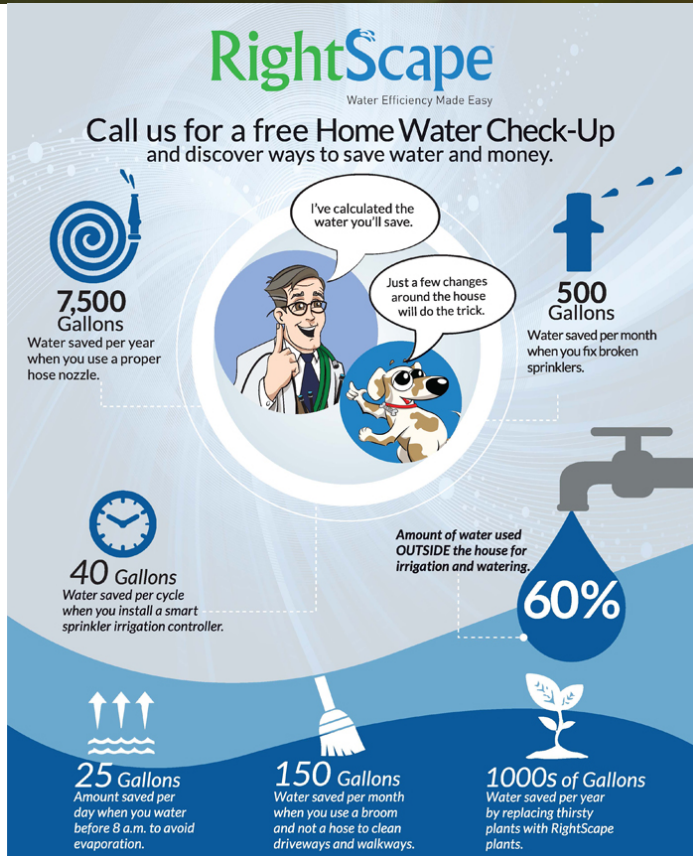
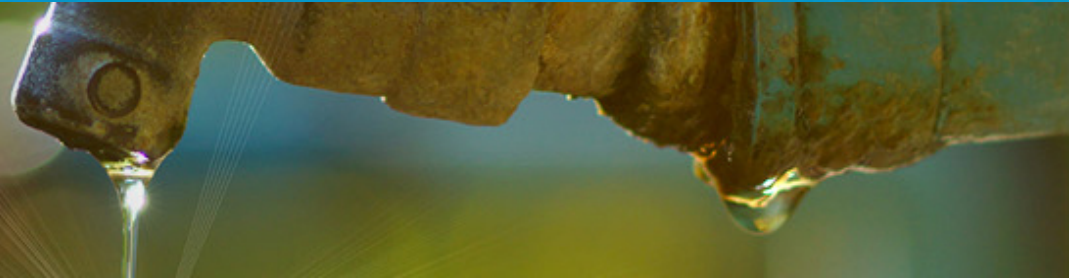
Customer Training Center



- Toilet Leaks
- Water level inside the tank
- Dye tablet test
- Sink and Faucet Leaks

Where Water is Wasted

Customer Training Center



- Fact Sheet
- Free Home Check Up
- Rebates and Resources

How to Prevent Leaks

Customer Training Center



- Manual Irrigation Checks
- RightScape Workshops
- Free Home Check Up

Quiz Results – How did you score?

Customer Training Center

- Introduction
- Customer Info
- Understanding Your Bill
- Leak Detection
- Checking for Leaks Indoor
- Where Water is Wasted
- How to Prevent Leaks
- Results**

Results

3 out of 5

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Question 1

Your monthly water allocation is based on:

- a) the size of your yard only
- b) the number of people in your household and the square footage of irrigated landscaped area
- c) the number of people living in your household only
- d) none of the above

Question 3

A broken sprinkler can waste about _____ gallons per month.

- a) 50 gallons
- b) 100 gallons
- c) 500 gallons
- d) 1000 gallons

Question 5

Which action saves the largest amount of water?

- a) Fixing a water leak
- b) Taking shorter showers
- c) Using a high-efficiency toilet
- d) Watering less outside
- e) Using a high-efficiency washing machine
- f) Running the dishwasher only when full

Question 2

A silent leak in a toilet can waste more than _____ gallons of water per day.

- a) 40 gallons
- b) 30 gallons
- c) 10 gallons
- d) 5 gallons

Question 4

What percentage of the typical home's water is used outdoors?

- a) 25%
- b) 50%
- c) 60%
- d) 75%

Certificate & Adjustment

Customer Training Center



- Customer Copy
- IRWD Copy

Adjusted Water Bill

Customer Training Center

Dates of Service	Meter Reading		Units Used
7/10/15 8/09/15	1255	1281	26 CCF
USAGE – LOW VOLUME	5	\$ 1.11	\$ 5.55
USAGE – BASE RATE	6	\$ 1.62	\$ 9.72
USAGE – INEFFICIENT	8	\$ 3.92	\$31.36
USAGE –WASTEFUL	7	\$14.53	\$101.71
WATER SERVICE CHARGE			\$10.30
SEWER SERVICE CHARGE			\$24.05
YOUR ALLOCATION FOR THIS BILL		11 CCF	
BILL CALCULATION BASED ON			.03 ACRES
TO AVOID LATE CHARGE PAY BEFORE	9/07/15		\$182.69

Adjusted Water Bill

Customer Training Center

Dates of Service	Meter Reading		Units Used
7/10/15 8/09/15	1255	1281	26 CCF
USAGE – LOW VOLUME	5	\$ 1.11	\$ 5.55
USAGE – BASE RATE	21	\$ 1.62	\$ 34.02
USAGE – INEFFICIENT	0	\$ 3.92	\$ 0.00
USAGE –WASTEFUL	0	\$14.53	\$ 0.00.
WATER SERVICE CHARGE			\$10.30
SEWER SERVICE CHARGE			\$24.05
YOUR ALLOCATION FOR THIS BILL		11 CCF	
BILL CALCULATION BASED ON			.03 ACRES
TO AVOID LATE CHARGE PAY BEFORE	9/07/15		\$73.92



Questions?

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