

Autopay changes take effect July 1

Using a credit or debit card for autopay? If so, you need to switch to eCheck/ACH to continue making automatic payments. Visit [IRWD.com/billpay](https://www.irwd.com/billpay).

pipelines

JUNE 2025



Irvine Ranch
Water District

Clarkia amoena

IRWD rated best in the West

For the fourth straight year, global data analytics company J.D. Power has awarded Irvine Ranch Water District its top honor for customer satisfaction, based on responses from a national survey.

IRWD is the only agency in the nation with four consecutive top awards, and it received the highest reviews of any water agency in the nation. Find out more at [IRWD.com/awards](https://www.irwd.com/awards).

Drink up! Your tap water is great

IRWD works to provide our customers with safe, clean water every single day. We are proud to operate a state-of-the-art, state-certified water quality laboratory — one of the best-equipped labs in Southern California — right in Irvine. Our Water Quality staff continuously monitors the water supply, running and reporting more than 250,000 tests on your water each year.

As in years past, we are proud to report that your drinking water passed every test.

So, grab a glass of tap water, pull up a chair and settle in for a good read. IRWD's 2025 Water Quality Report is now available. Highlights of the report include:

- All IRWD drinking water met or exceeded all state and federal standards.
- IRWD service lines are lead-free.
- Your drinking water is safe and of high quality.

This annual report details information on the quality of IRWD drinking water from 2024 and includes the results of testing for:

- Compounds like lead, copper, chlorine and fluoride
- Substances such as alkalinity and sodium
- Aesthetic qualities of water, including color, cloudiness and odor

Read the report at [IRWD.com/waterqualityreport](https://www.irwd.com/waterqualityreport).



Student scientists shine in water research

IRWD honored a record number of students this year for their water- and sewer-related experiments entered into Irvine Unified School District's annual science fair. Medals and certificates were awarded to these impressive scientists, whose projects ranged from evaluating the role of alginate in bioplastic water absorption to how electrically charged soil can empower hydroponics.



For more information, photos of the award ceremony or to view student research projects, go to [IRWD.com/sciencefair](https://www.irwd.com/sciencefair).

Celebrating our newest WaterStars

IRWD's WaterStar program recognizes local businesses and restaurants for sustainable practices and responsible water use. These industry leaders care about their community, and we're thrilled to welcome four new members to the growing roster:



Warehouse 72 is a chic bistro and bar inside the Hyatt Regency Irvine, combining art with cuisine.



Moo Moo Hotpot is an all-you-can-eat experience blending modern elegance with traditional Chinese elements.



MP Biomedicals is a global life science company empowering research that supports scientific excellence.



Benny and Mary's is an eclectic restaurant known for its menu celebrating global adventure and refined taste.

Certified WaterStars follow water-efficient practices as part of their regular operations, helping reduce overall water use by at least 20%. Visit IRWD.com/waterstar for more information.

Ask Juan



Q: Juan, I'm seeing some minor erosion on a steep-sloped planting area in my backyard. Any tips on what I can do?

A: Before you do anything, carefully observe the drainage patterns to identify and correct any severe problem areas. Next, try covering the slope with a biodegradable blanket of jute netting made from coconut fiber. You can cut through the material to plant, if needed.

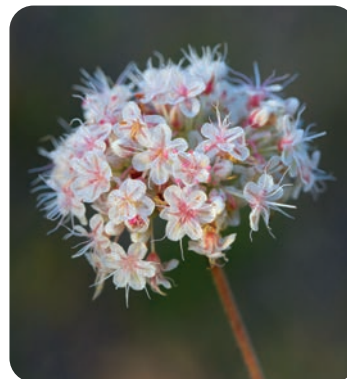
Then, cover the slope with mulch, which will hide the netting and help manage soil temperature, weeds and moisture. For any more substantive erosion, you may want to contact a professional.

Got landscape questions? Email askjuan@IRWD.com or ask on Facebook, X or Instagram with [#irwdcommunity](https://www.instagram.com/irwdcommunity).

California native corner

Juan's June plant: California buckwheat

California buckwheat (*Eriogonum fasciculatum*) is a shrub-like flowering perennial herb, common throughout the state. Plant it in a well-draining, sunny location. Once established, no water is needed but the plant can tolerate occasional summer water. It blooms from spring through fall and is the most important native source of honey production in California, being highly attractive to honeybees.



Ask Customer Service

Q: I read you're changing your bill pay options. Can you explain?

A: When a customer uses a credit card or other fee-based service to pay their bill, the companies that process those payments charge for the transaction.

Because of these increasing fees and the rules that govern those transactions, on July 1, IRWD will no longer accept credit/debit cards, or other fee-based services for automatic payments.

Those options can still be used for one-time transactions, but a small convenience fee will be charged by the company that processes those payments.

The best no-hassle, no-fee option is to enroll in autopay using eCheck/ACH at IRWD.com/billpay.

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