**Irvine Ranch Water District**

IRWD first implemented allocation based rates in 1991 in response to the drought of the late 1980’s-early 1990’s. The two primary objectives were to promote water use efficiency and to achieve revenue stability.

Water budgets or allocations were established for all customers. IRWD transitioned from uniform billing (no tiers) to an allocation based rate structure in a period of six months.

Allocations and tiers have been adjusted over the 24 years of implementation. See the Background Paper and Cost of Service for details.

**Tools and Resources**

IRWD uses its web-site [www.irwd.com](http://www.irwd.com) to provide a number of web-based tools and resources related to its rate structure and allocations including:

|  |  |  |
| --- | --- | --- |
| Water Allocation Calculator | Helps customers understand how allocations are calculated | <http://www.irwd.com/services/water-allocation-calculator> |
| Technical Allocation Formula | Provides the allocation formulas | <http://www.irwd.com/services/technical-allocation-formula> |
| Rate Calculator | Allows customers to estimate bills and see impact of proposed rates. Link is provided in the Prop 218 notices.  Sample accounts also available for non-customers to see how the IRWD rate structure works. | <http://online.irwd.com:8011/mrcjava/servlet/MRCIRWD2.M00009s> |
| Variance Form | On-line variance request form. Customers may apply for an adjustment to their basic allocation. | <http://www.irwd.com/request-a-variance> |
| Cost of Service Study | IRWD’s cost of service for water and sewer (June 2015) | <http://www.irwd.com/images/pdf/about-us/Finance/IRWD%20Cost%20of%20Service%20%20-%20Final%20%20062215.pdf> |
| Rates and Charges | Adopted Schedule of Rates and Charges | <http://www.irwd.com/images/pdf/rates/RatesCharges.pdf> |
| Rules and Regulations | Section 12: Service Charges of the adopted Rules and Regulations states the policies and procedures regarding assessment of service charges, allocation variance procedures, and adjustment of charges. | <http://www.irwd.com/images/pdf/doing-business/engineering/2015/_RULES__REG_MSTR_BOARD_Approved_20150824_FINAL.pdf> |
| Watering Schedules | Suggested watering schedules for drip and spray irrigation. Available in English and Spanish. | <http://rightscapenow.com/landscape-resources/watering-schedule> |
| ET Weather Center | Daily and weekly ET and allocation information. Phone hotline also available in English and Spanish. | <http://rightscapenow.com/landscape-resources/et-weather-center> |