



November/December 2021

Paradise Irrigation District

Meters will allow customers to track water use

PID to restore charges for water quantity use

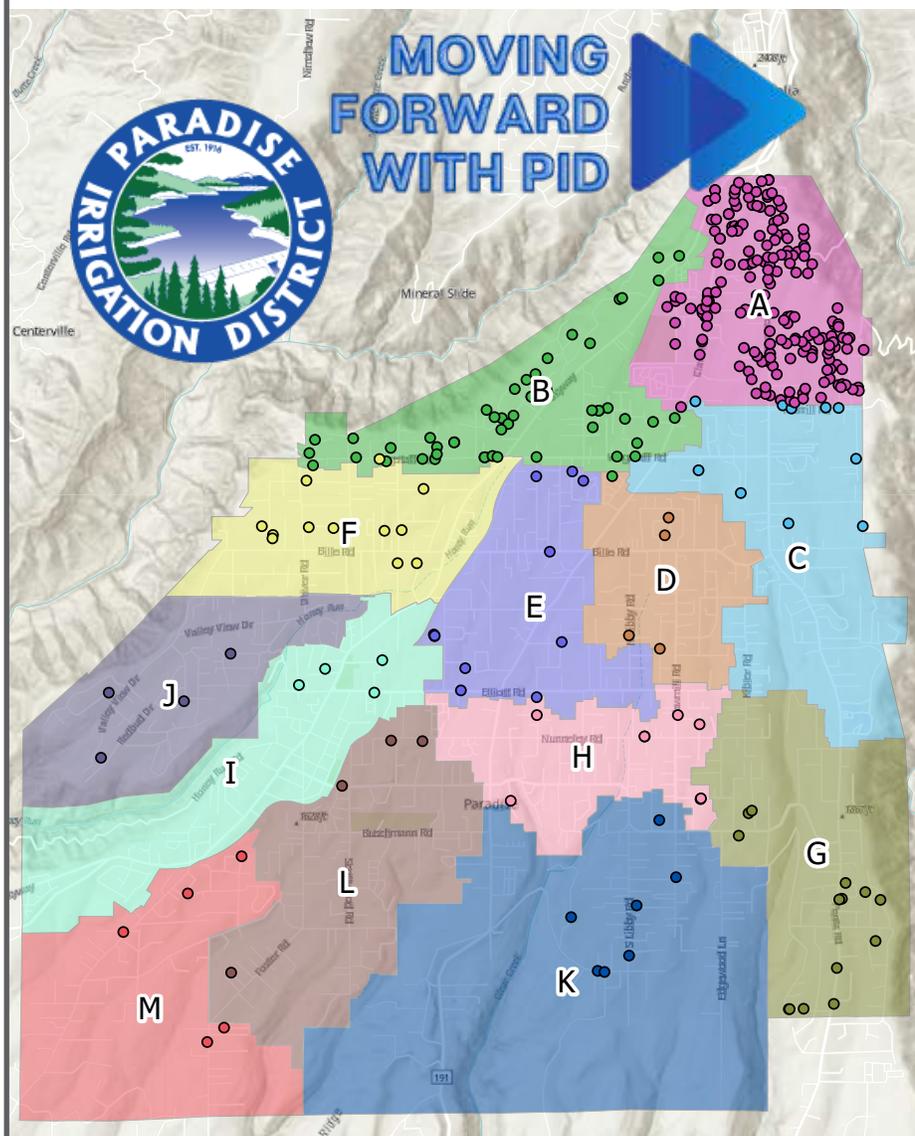
New water meters are being installed throughout the Paradise community—and with those installations, Paradise Irrigation District wants to remind customers that they will soon be billed for the quantity

of water they use inside and outside their homes.

The district's water metering system was destroyed in the fire; since that time,

customers have only been billed a single charge for water service. As meters are being installed throughout the district, customers will begin to be billed once again for consumption.

Meters installed • July - October 2021



PID will notify customers ahead of time with an example bill to show them what to expect. Customers can also download a mobile app, dropcountr, to help them monitor their water usage; the app can also alert customers to unexpected water use or a leak.

“Restoring consumption billing signifies a big step forward to more ‘normal’ district operations,” notes PID Assistant District Manager Mickey Rich. “Not only will it help restore the district’s financial health but it will help our customers be more aware of the amount of water they’re using. It’s especially important during times of drought for people to know how and when they’re using water so they can use it most efficiently.”

Although the district has 37% percent of the active rate customers as it had before the fire, PID’s treatment plant is still processing almost the same amount of water as it was before the Camp Fire, Nov. 8, 2018.

Meter installation started at the “top” of the district and is progressing quickly throughout Paradise. PID officials anticipate completion of the meter installs—which also involves backflow prevention device installation—by January of 2023

Letters...we get letters...



"Just a note to say
THANK YOU for your
continuing good service to
the Paradise community.

We sincerely appreciate the PID staff and your
assistance during this difficult time."

J. M. (Paradise)

Watch your bill for these changes:

With installation of meters and resto-
ration of a charge for water consump-
tion (quantity used), our Customer
Service team is busy re-designing
your PID bill to make it easier to under-
stand and read. Watch for the updated
billing early next year.

Bills will display your water usage plus
the basic service fee; since metering
is just beginning, customers will re-
ceive a sample bill to help them know
what to expect when the consumption
fee begins for their service address.

The bills will continue to arrive every
two months and will cover two months
of service. Since federal COVID for-
givenness is now past, PID will resume
penalties for late payments as well as
performing shut-offs for non-payment.
A fee for credit card use for payment
resumes Dec. 1, 2021.

**LEAVES ARE
FALLING—
TEMPERATURES
ARE DROPPING!**

**IT'S TIME TO
WRAP THOSE
PIPES TO
PROTECT THEM
FROM FREEZING**



AT A GLANCE:

3,885



**PID Customer Accounts
on Active Service Rate**

As of October 15, 2021

MEETING TIME CHANGE: The December 15, 2021 PID Board meeting
will be held at 8:30 am rather than the usual 6:30 pm time.

**Download the Dropcountr app today for
water alerts now and to monitor
water use (once your meter is in)**

Available for Android and Apple iOS devices.
Aim your phone camera here for the link to download!



We're here to help:

Since the Camp Fire, our customers face many unique
situations—whether they're staying in a temporary
home on their lot, or rebuilding or purchasing a home.
Our friendly customer service professionals are eager
to help you get into your Paradise home and will help you
understand the steps you need to take to get water ser-
vice. Check our website and Facebook page as well!



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