

WaterTalk



News about Your Water

JANUARY 2018 | 530/877-4971

PARADISE IRRIGATION DISTRICT

PID rates increased in January

PID customers will see an increase in their February water bill; the water district's rates went up as of Jan. 1, 2018.

PID's board of directors approved a rate change in April 2016; that change

includes projected rates through 2018, with the board having the option of decreasing the approved rates if the district's financial situation merits the change. The rates, however, could not go higher than approved by the board in

2016.

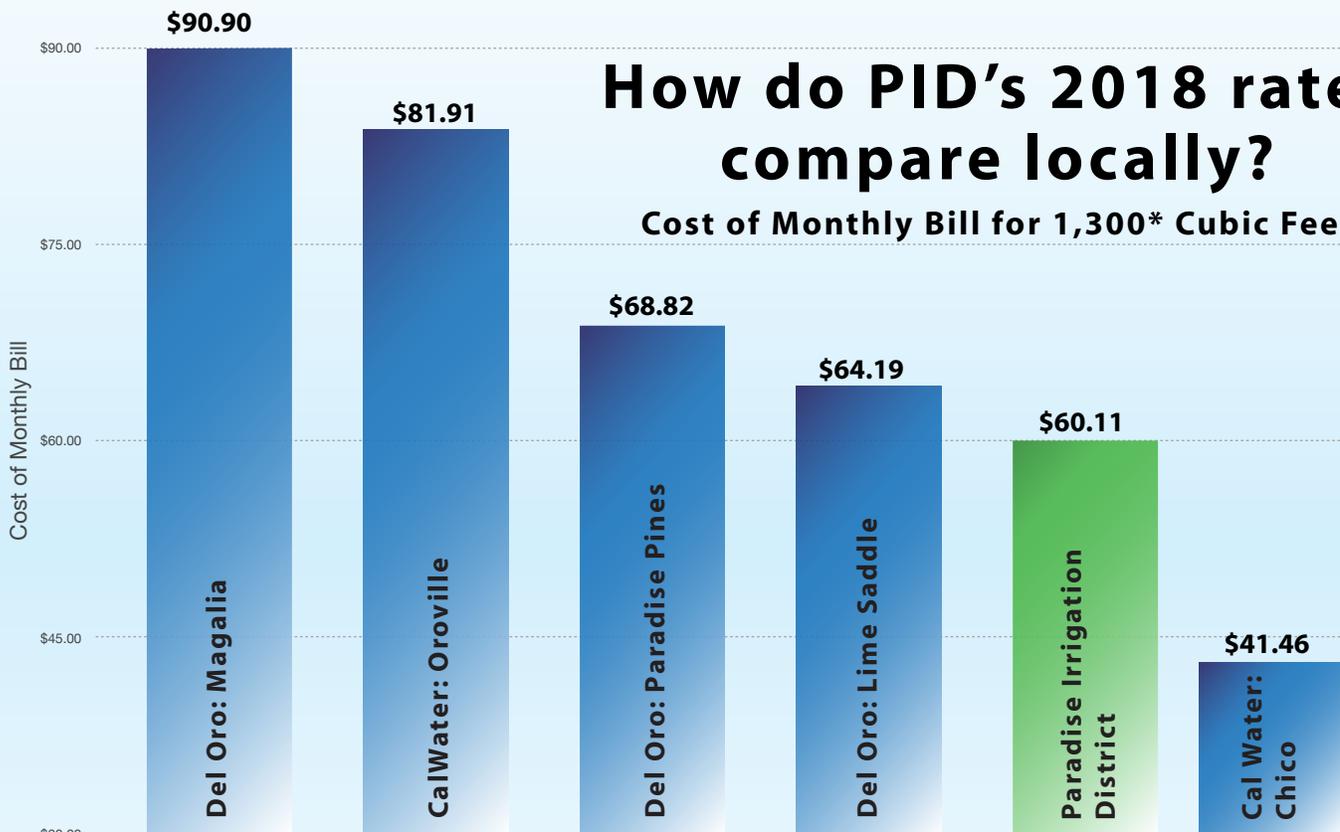
The board voted last month to delay the full increase until 2019, implementing only a portion of the approved increase in 2018.

For the average PID customer, the rates increased by 11%—less than the 18% increase permitted.

The average PID household uses about 14 HCF units monthly, meaning the average residential bill for water plus the total service charge was \$56.02 in 2017. In 2018, that total will be \$61.72.

PID offers a \$10 monthly rebate to customers qualifying for the Customer Assistance Program. For qualification information, call 877-4971 or go to PIDWater.com/CAP.

Monthly charge	2017	2018
Service charge	\$19.00	\$20.00
Debt surcharge	\$9.16	\$14.00
Reserve surcharge	\$5.18	\$5.18
Total Service Charge	\$33.34	\$39.18
Plus, each HCF (748 gallons)	\$1.62	\$1.61



*The average PID residential customer uses 1,400 cu. ft./month

PID'S CUSTOMER ASSISTANCE PROGRAM is renewed annually; now's the time to re-apply for 2018. Apply at the PID office or online at PIDWater.com/cap.

Completed applications are accepted throughout the year. Questions? Call 877-4971.

Take a tour of PID's upgraded website

It's been one year in creation—including lots of input from customers—and Paradise Irrigation District has now unveiled its new website. Have you checked it out yet?

Site visitors to PIDWater.com will find a totally new site. While the old URL, ParadiseIrrigation.com, still "points" to the new district website and will, PID will be using the new PIDWater.com, for its communication heading into the future.

"The old site was created more than 10 years ago," notes Mickey Rich, PID's information systems manager. "People interact with websites differently than they did a decade ago and the old site didn't allow us to present the information easily to our customers as well as optimize it for mobile devices."

PID didn't rely only on best practices for water utilities when it rebuilt its website—it also went to our community.

"In November 2016 we reached out to our customers to ask them what information they wanted to see and the features they wanted for the district's new site," says Rich. "Among the items that rose to the top were making meeting

NEW AND IMPROVED

PIDWATER.COM

EASY TO USE MORE INFO & HELP
MOBILE DEVICE COMPATIBILITY

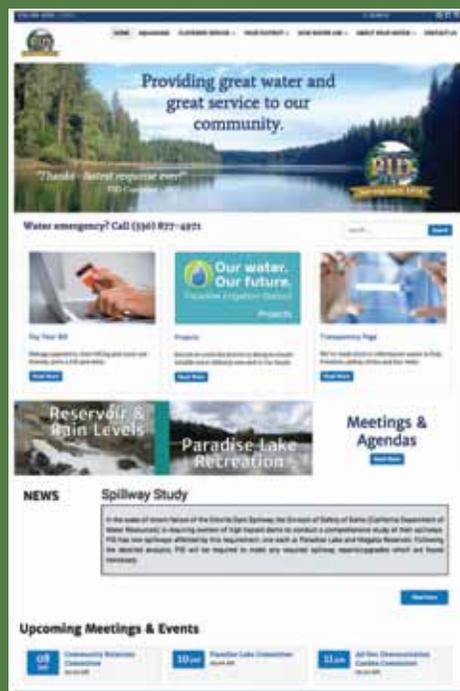
CHECK IT OUT TODAY!

agendas easy to find, showing PID projects and the alternatives to them, easier access to financial and budget information and an explanation of the elements of a monthly water bill.

"We incorporated all of those into the new site," she adds. "Then we added additional features to make the site more

useful for our customers.

In addition to Rich, PID staff members working on the site included management team members and Ben West (customer service); the district's community relations consultant, Cedar Creek, also contributed to the year-long effort in creating the site.



It's even easier to find help & info now!

PAY YOUR BILL. Set up automatic payments on the date you choose. Pay with credit card—no fee!

PROJECTS. Discover the details about PID's big projects—including cost, studies and timelines.

MEETINGS. Easily find out about PID meetings and download agendas and supporting documents.

APPLY FOR A JOB. Apply online for a career at PID.

FINANCIALS. PID is dedicated to transparency in all that it does. Find budgets, reserves, wages, policies and ethics.

SAVE WATER. Get tips and information you need to conserve water.

RESERVOIR & RAINFALL. Keep an eye on how full our reservoirs are and how much rain we've had.