

WATER NEWS



**Our water.
Our future.**

January 2020

Paradise Irrigation District

Keeping Paradise water clean, fresh, pure.

The Paradise community has always enjoyed high-quality drinking water. Paradise's source water from Paradise Lake remains as fresh and pure as ever and our Magalia-based treatment plant continues to produce the clean drinking water to which Paradise residents are accustomed. When the 2018 Camp Fire compromised the pipes in the delivery system, the Paradise Irrigation District got to work understanding the unprecedented piping issue and learning how to resolve it so that the water we're delivering remains clean, fresh and pure.

In the past year, Paradise's water distribution system has become the most densely tested municipal water system in history. During 2019, PID assessed the majority of its 172 miles of main pipeline, performing close to 313,000 individual water tests at 4500 locations within the system; an average of one every 500 feet. We determined that 98% of the assessed area meets all drinking water standards. Portions of the pipeline that were damaged from either the fire or recovery activities have been identified and are scheduled for repair or replacement. We're assessing the damage to service laterals that serve each property one-by-one.

The one-customer-at-a-time method PID uses to test and remedy damaged laterals hasn't been quick or easy but it's backed by science and the best way we've found to be sure the water we're delivering stays safe to use and drink. The most common place for fire-related pipe damage to have occurred is in the service lateral (that's the small pipe that runs from the mainline to the meter service connection); PID tests each one for 55 different volatile organic compounds (VOC's). Approximately 1200 of the 1556 service laterals for standing homes & businesses have been tested and almost all of these customers were given the okay to drink the water. The few that didn't meet drinking water regulations were slated for a brand new service lateral. PID has around 350 standing homes left to analyze and anticipates finishing this stage of the recovery project in around two months (by the end of March 2020). PID crews & contractors are at work replacing service laterals for all customers who are rebuilding or living temporarily on their lot.



If you are living in temporary housing on your lot or plan to live on your lot soon you'll need to sign up with PID to have your service lateral replaced.

Are you living on your lot and need drinking water?

Sign up Online



<https://pidwater.com/signup-temp-housing>

Requirements:

- You must live on the property or intend to live on the property soon.
- The most common size service lateral for residential service is 1". If you rebuild on the property later and require a larger service line, you will pay the cost of the upgrade.
- In most cases your new service (meter) will be at or near the existing location.
- You must have interim water (backflow device). A 1" interim water device costs \$546.76 and there is a current 6-week wait for PID to install the device. See pidwater.com/backflow for full list of device prices.
- Your monthly bill will increase from the \$21.49 ready-to-serve rate to the regular monthly service charge; \$42.98 per month for residential service.

Online Updates



pidwater.com
facebook.com/pidwater



6332 Clark
Rd, Paradise



530-877-4971

PID customers to receive new water meters this year

PID customers using water on the ridge can expect a rise in their bi-monthly bill (every-other-month) later this year. The district isn't raising rates but rather will be charging for water use -- a charge customers haven't seen since before the Camp Fire. PID's metering system was badly damaged during the fire so the district hasn't had the equipment to measure and charge customers for the water they're using. Currently, customers pay either a ready-to-serve rate of just \$21.49 per month or just the active rate if the water-advisory has been lifted at the property. Once the new meters are installed, customers using water will be charged \$1.61 per 100 cubic feet of water, plus the active service rate; that's \$42.98 for residential customers and based on meter size for business customers. Detailed rate information is available at pidwater.com/rates.

The new meters will be brass, not plastic, and the meter boxes will be upgraded to sturdy concrete boxes. The district will also be installing a backflow device at every metered service connection, reducing the potential that water within a customer's plumbing system can backflow and re-enter the main water system. The meter replacement project is funded by a combination of district's insurance and FEMA proceeds. The customer is responsible for the cost to install the backflow device. The district also plans to reinstate its online portal, pid.aquahawk.us, so that customers can view their current and historical water use and be alerted if there is a leak on their property.

Pay your PID bill online | mypidbill.com



secure.
easy.
free.

Choose from:

QuickPay: No need to set up an online account or password. You will, however, need your PID account number and the amount of your last payment.

Online account: Set up your password and ID just once and pay your PID bill easily.

Automatic payment: Set it and forget it! PID will withdraw funds from your chosen credit or debit card. Login to your online account to set the date you'd like to pay each month and the rest is taken care of.

Water Service Basics Information sessions for contractors & DIYers

If you're a contractor or owner /builder join us for one of our upcoming informational sessions. Topics include backflow / interim backflow, water quality, new meter installation, & service lateral replacement projects.

Choose one meeting or attend them all. Sessions will also be livestreamed on our Facebook page.

PID Board Room
6332 Clark Road
Paradise CA 95969

Thurs: Feb 27, at 10 am
Thurs: March 26, at 10 am
Thurs: April 30, at 10 am

Your Community Needs You!

PID Board Vacancy: PID is accepting letters of interest from property owners in Division 2 until 4 p.m. on Wednesday, February 12th for the position of Director for Division 2. Division 2 includes properties approximately between Bille Road and Skyway to Skyway Crossroad, and the west side of Neal Road. For more information visit pidwater.com/board or contact the District Secretary at 530-877-4971.

Online Updates



pidwater.com
facebook.com/pidwater



6332 Clark Rd.
Paradise CA



530-877-4971