

November/December 2023

Paradise Irrigation District

PID earns award at leadership academy

Paradise Irrigation District board members were on hand at the California Special District Association Leadership Academy to accept a statewide award recognizing PID's accomplishments in district transparency.

PID earned the Transparency Certificate of Excellence by demonstrating the many steps the district takes to be available and transparent to its customers. This includes transparency in board actions, finances, customer billing and district policies as well as current ethics training for all board members. PID provides access to all of that information on the PIDWater.com website as well as through media outreach, social media and customer outreach and publications.



PID Board members Bob Matthews and Shelby Boston receive the Transparency Certificate of Excellence from Neil McCormick, of the California Special District Association.

MEETING TIME CHANGE: The December 20, 2023 PID Board meeting is at 8:30 am rather than usual 5:30 pm time.

HOLIDAY OFFICE CLOSURES:
Nov. 23 & 24; noon on Dec 10; Dec. 22 & 25; Jan. 1

2018
to
2023

**MOVING
FORWARD
WITH PID**



PID's journey to restore our community's water

- ✓ **Most-tested water system in nation: Nearly 300,000 tests. All water is clean and safe.**
- ✓ **3,500 backflow devices installed.**
- ✓ **Installed 5,000+ meter boxes and meters.**
- ✓ **105,695 linear feet of service laterals and lines installed.**
- ✓ **Attained financial stability through Fire Victims Trust settlement and grant management—with just half the number of active service accounts pre-fire and NO rate increases.**
- ✓ **Looking to the future: Two 1.5-million gallon reservoirs installed plus 6,000 feet of line to provide redundant water supply to upper Paradise.**

Now that your water meter is in,
download the phone app,
"dropcountr" (or view it online) to
monitor your water use.

PIDWater.com

dropcountr
Save water. Save money.

Leaves are falling — are you
ready for winter?

Adjust
sprinklers for
cooler, wet
weather

Insulate pipes
and faucets

Check for frost
bag on your
backflow device

Call us at 877-4971 if your frost bag is missing!

We got the
message.

"I was helped by Kim and she was so super helpful. I really, really appreciate the details I got. I'm a Realtor and working with a buyer on a potential property sale and the information given was really, really helpful."

Left on PID's answering system
Aug. 29, 2023

PID AT A GLANCE:

9,298

Total Customers



5,131

Active Service Rate Accounts

6,024

Properties with Cleared Water

As of Oct. 26, 2023

A great gift idea...



Wrap up a year
of visits to
Paradise Lake

Annual passes available now for 2024

Lake recreation managed by Paradise Recreation
and Park District for Paradise Irrigation District

We're happy to help
our customers.



TOWN OF PARADISE: **EARLY WARNING SIRENS TEST**

Listen for the test sirens at noon:
December 2 • January 6
Sign up for CodeRed notifications at
bit.ly/3OyyTM7



We're here to help:

Our customer service professionals are eager to help you sign up for water service as well as answer any questions about your PID account; please reach out—you'll receive help that's as informative as it is friendly! Check our website and Facebook page as well.

Do you have an idea to improve our service?
We want to hear about it!



6332 Clark Rd.
Paradise CA
M-F: 9 am - 4 pm



530-877-4971



pidwater.com
facebook.com/pidwater

