

WATER NEWS



**Our water.
Our future.**

March/April 2024

Paradise Irrigation District

Annual water system “flushing” is this spring

Paradise Irrigation District crews will work in each neighborhood this spring to “flush” the water distribution system. PID anticipates completing the system flushing, neighborhood by neighborhood, by the start of summer. Generally, the flushing will move south through neighborhoods, starting from the “top” northern part of the district. The effects of flushing will generally be noticed only in the immediate area being flushed.

Flushing removes oxidation from inside steel pipes; during flushing the water is forced through pipe sections under high-pressure creating a “scouring” action inside the pipes. The flushed water is released into the roadway ditch.

While the flushing doesn’t affect the safety of the water arriving in your home or business, the water may appear cloudy due to the increased air introduced into the system during flushing. You can see this by opening the tap and getting a glass of water; watch as the cloudiness disappears as the small air bubbles settle out.

PID crews will work to thoroughly flush the water mains but a small amount of residual material may remain until your home lines have cleared any discolored water. To more fully clear your home’s lines after your neighborhood lines are flushed, open an outside hose bibb or the bathtub tap and run about 80 to 100 gallons of water (one full bathtub) until the water appears clear.

You can view the flushing project’s status and the next neighborhoods planned for flushing at PIDWater.com. Sign up for a weekly email at PIDWater.com/flushing updates to receive the latest flushing location updates in your inbox. PID office staff are unable to provide estimates of when they’ll be in your neighborhood—keeping an eye on the website and getting the email alerts is the best way to stay informed.

If you’ve installed a filtration system in your home, many in-home systems have a sediment filter that can cause low pressure or no water if flushing causes an issue. Please contact your filter provider for details about how PID system flushing may affect your home system.

This year’s system-wide flushing is the first since our community has had backflow devices installed at each service address. PID doesn’t anticipate the flushing process to cause any issues with the backflow devices, but if you notice water coming from the backflow after flushing, please call PID at 877-4971.

Happening now:



**Annual
water
flushing**
of PID's
water distribution
system

See map of completed areas
and upcoming flushing at:
PIDWater.com

Sign up for weekly email alerts to know when a
PID crew will be in your neighborhood!



**Planning on
digging?**

Whether you’re using
equipment or just a shovel,
check first to make sure
there are no underground
water pipes you might
accidentally disturb.

Call 811 or go to Call811.com



Crews will work to minimize traffic impact

Long-term project begins to replace water mains

Recovery from the Camp Fire continues with the replacement of main water lines throughout PID's service area. The project's first phase, which is anticipated to take about 20 months, updates the district's aging piping infrastructure and provides more reliable service for our customers.

"We'll replace the mains and then reconnect all current Active customer accounts and lots to the main lines," explains District Engineer Blaine Allen. "We've contracted with outside crews for the project and are working closely with the Town of Paradise to coordinate and reduce traffic issues."

Allen says the work will include lane closures and traffic control in some areas for a short time.

"Our goal is to limit the impact on traffic by not taking up entire roads but instead reducing traffic to one lane as needed," he continues. "There may have to be a few road closures but we will work to keep it down to one-lane traffic whenever possible."

Customers in affected areas may see service interruptions of up to a day while the mains are being replaced and service lines are reconnected. Those customers will be notified with a two-week notice and a follow-up



notice 48 hours before work begins. Notification will come from PID's outside contractor (West Valley Construction) and may include a phone call, posting at your property (if vacant) or a door hanger.

How much water did you use yesterday?

Download Dropcountr and find out!

Monitor your water use • Get water alerts

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



Download Dropcountr app here

Not tech savvy or have questions? Call PID and our friendly staff will register you over the phone. **877-4971**

PID AT A GLANCE:

9,314

Total Customers



5,225

Active Service Rate Accounts

6,664

Properties with Cleared Water

As of March 4, 2024

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

Listen for the test sirens at noon:

April 6 • May 4

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

