

May 2021

Paradise Irrigation District

## We're listening: Board to reconsider PID's disconnect policy in May

At its May board meeting, PID trustees will reconsider their March 17 vote regarding the district's disconnect policy. In March the board voted to not retain "capacity" for all disconnected accounts, meaning a returning customer would pay the same costs, policies and procedures as a new connect.

Hearing from many residents who are still uncertain about their rebuilding plans, the board postponed implementation for further review and will consider a new policy at their May 19 meeting to help provide a clear path for reconnecting customers. The policy's goal will be to support our community and its rebuilding while at the same time cover costs related to maintaining disconnected services. To find out more, text "pid" to 22828 to receive web updates.

## Now: Subsidized rates for low-income PID households.

Your PID board voted unanimously on March 17 to establish subsidies for low-income households. Subsidies will be funded through the district's non-rate revenue.



Apply online or in person to receive a discount on your PID water bill if yours is a qualifying low-income household. The Customer Assistance Program follows the income qualifications of PG&E's CARE program—so if you qualify for it, you'll likely qualify for the PID discount as well.

Applications are available online (<https://www.pidwater.com/cap-application>) as well as at PID's office (6332 Clark Road, Paradise).

AT A GLANCE:

# 2,520

PID Customer Accounts  
on Active Service Rate

As of March 15, 2021

## Backflow choices for PID customers:

*Opt-in by June 1, 2021  
if you want PID to  
maintain the device*

While government standards require that each household receiving PID service must have a backflow prevention device, the water agency is offering its customers a choice for maintenance of the device.

Which choice is best for your household? The chart on the district's web-

site at <https://pidwater.com/backflow>, shows the details to help you make your decision.

Note that customers must opt-in if they want to have PID maintain the device. You can enroll in the program today using the link above. Deadline to sign up: June 1, 2021.



# Metering—and an easy app for managing your water use—is coming for PID customers

Although PID customers are paying a flat fee for water right now (no charge for volume of water used), once meters are installed they'll be able to track water usage with a PID-specific app. You can [download dropcountr now](#) for iOS and Android devices in preparation for metering. The app can alert you to water emergencies and major leaks as well as help you manage water usage.

# dropcountr

## Tell the Ridge that the water is great!



Drop by PID's office (6332 Clark Road) and pick up a free yard sign—then post it in front of your home to tell people the water here is great!

It's an easy and practical way to help share the message that there's a lot to like on the Ridge as Paradise rebuilds.

And, with PID's ongoing rigorous testing you can be assured that the water is just as healthy and safe as it is great-tasting.

Take a selfie with your sign and send it to us ([mrich@paradiseirrigation.com](mailto:mrich@paradiseirrigation.com)) and we may include it in our community outreach materials!

## 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, 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 service. Check our website and Facebook page as well!



6332 Clark Rd.  
Paradise CA



530-877-4971



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