



Paradise Irrigation District

6332 Clark Rd, Paradise, CA 95969 · 530-877-4971 · Fax: 530-876-0483 · www.pidwater.com

AGENDA

Paradise Irrigation District Community Relations Committee Meeting 6332 Clark Road, Paradise, CA 95969

TUESDAY, FEBRUARY 11, 2025 – 8:00 AM

Committee Members: Board of Directors –Patricia Guillory | Elliott Prest
PID Staff – Kevin Phillips | Mickey Rich
PID Consultant – Cedar Creek Publishing
Public Member – Chuck Bell

- ❖ *The Board of Directors is committed to making its meetings accessible to all citizens. Any persons requiring a special accommodation to participate, is requested to contact the District Secretary at 530-877-4971, extension 2039 at least 72 hours in advance of the meeting.*
- ❖ *Members of the public may submit comments prior to the meeting via email to gborrayo@paradiseirrigation.com before 7:30 a.m. on the day of the meeting or they may comment on Agenda items during the time the item is presented. Speakers may comment on items not listed on the Agenda under Public Comment. Comments should be limited to a maximum of three (3) minutes. State Law prohibits the PID Board of Directors from acting on items not listed on the agenda. The public may access this meeting remotely:
Web access Via Zoom Meeting platform: <https://us02web.zoom.us/j/88192841237>
Telephone: +1 669 900 6833 US
Meeting ID: 881 9284 1237*

1. Opening

2. Public Comment

This is the time for members of the audience to present items not on the Agenda. No action can be taken on these items, but they may be placed on future agendas for consideration. Comments should be limited to a maximum of three minutes duration. If more time is needed, communication may be submitted in writing to committee members, or placed on the agenda for a future committee meeting.

3. Community Relations Activity Update

4. Communication Outreach & Messaging

- a. Monthly Billing Update
- b. Video Production Services
- c. Alternative Sealed Rate Payment Option

5. Bill Design Discussion

6. PID Demonstration Garden Update

7. Adjournment



February 11, 2025

I'm not there with the Community Relations committee today because, as you meet, I'm getting ready to board a flight after enjoying a week-long hula camp on O'ahu (somebody has to do these hard things, right?).

I apologize for missing the meeting but have passed along the attached update to Mickey to share with you.

Quick summary: This reflects a busy period for PID messaging and outreach--we've had lot of information to share with the customers and community. This includes a director vacancy, announcement of the appointment of Kevin as the District Manager, the return to single-month billing and the annual district-wide flushing of the distribution system--plus the "usual" messaging and keeping a pulse on the community to anticipate and respond to issues involving PID.

Take a look at the following pages--note any questions or concerns you might have and I'll be happy to address them when I return to the office Feb. 17.

P.S. A quick, but enthusiastic "thank you" to Patty for not only following the PID Facebook page but for her timely comments as well as "like" reactions to so many of the posts there. The Facebook algorithm means that the more people who react to a post, the more times PID's message will be "served up" to other members of our community who haven't yet followed/liked the PID page.

Patty's seemingly "small" action has a big impact--thank you! Wait--let me try that again: Mahalo nui loa!

PARADISE IRRIGATION DISTRICT

Community Outreach Overview
December 1 - January 31, 2024

Facebook

20 messages posted to PID

5 messages cross-posted to Paradise/
Magalia Rants/Raves (flushing begins,
pile burns, video scholarship)

- PID messages were seen 18,096 times
- 10 post shares
- 293 reactions (like, comment, share)
- 1,845 people follow PID Facebook page

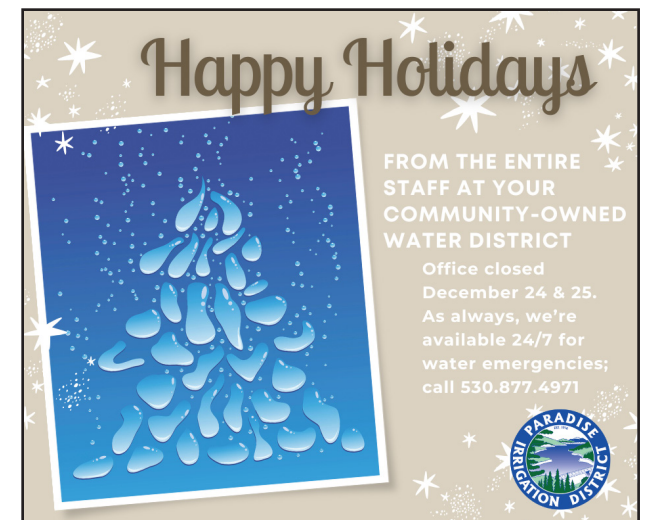
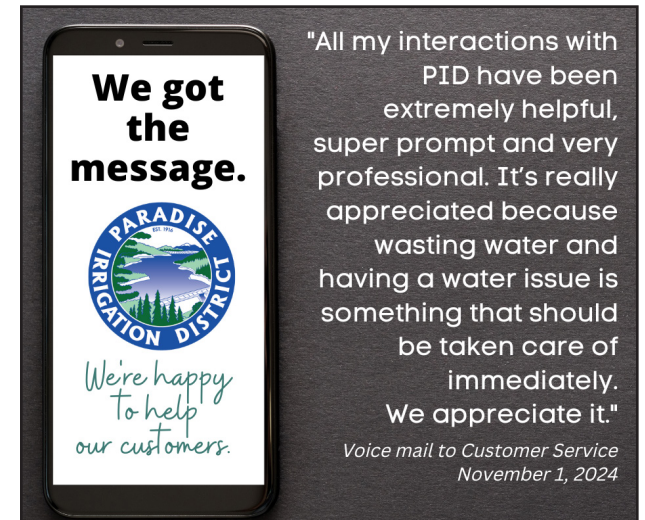
Demographics:

73.2% Women
26.8% men

34% ages 18-44
66% ages 45 - 65+



Also on Paradise Rants/Raves



FACEBOOK


PID AT A GLANCE:

9,413 Total Customers

5,538 Active Service Rate Accounts

9,033 Properties with Cleared Water

As of Jan. 2, 2025



PARADISE IRRIGATION DISTRICT

STARTING JAN. 2

PILE BURNING TO REDUCE FUTURE FIRE DANGER

YOU MAY NOTICE

burning & smoke

AREAS INCLUDE EAST SIDE OF MAGALIA RESERVOIR AND POA LAND AT WEST END OF PONDEROSA (TOWARD MIDDLE BUTTE CREEK)

Butte County FireSafe COUNCIL



PARADISE IRRIGATION DISTRICT

Division 3 Vacancy

PID Board of Directors

Application due: Jan. 14, 3:30 pm





Also on Paradise Rants/Raves

Letters... we get letters...

*"Just a note to say
THANK YOU for your
continuing good service
to the Paradise
community.*

*We sincerely appreciate the PID staff and
your assistance during this difficult time."*

J. M. (Paradise)

PARADISE IRRIGATION DISTRICT

Discover more about your water district.

Another home with... **great water!**

Thanks, PID!

BOARD MEETING Zoom or in person
WEDS., JAN. 15 5:30 PM



WATER NEWS Our water. Our future.

Paradise Irrigation District

January 2025

Board names Phillips as District Manager

Ident video contest

January PID invoice is the final two month billing

Community control is oversight

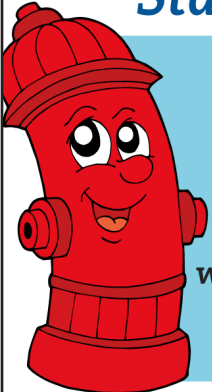
Set up by calling 530-874-4534, option 1, or go to FLOWMETER.COM

February 15



FACEBOOK

Starting Jan. 20:



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!

Also on Paradise Rants/Raves
Highest reach: 1,476

Paradise Irrigation District
January 13 at 9:50 AM · 🌐

We were saddened to learn of the death of former Paradise Irrigation District member Brian Shaw; he passed Sunday morning in the Sacramento area, the result of a tragic vehicle accident. Brian served as a PID board member from February 19, 2020 until June 17, 2022. Brian was invaluable during his years of PID board member service as the district worked to recover the water system following the 2018 Camp Fire. We offer our condolences to Brian's family during this difficult time.

In memoriam...

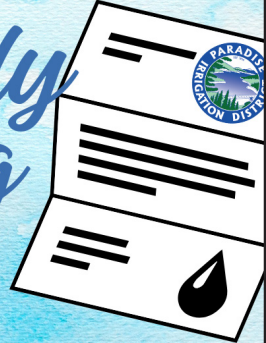
Brian Shaw
PID Board Director from
2/19/2020 - 6/17/22



Most reactions: 104

Returning in February 2025...

Monthly Billing



January's invoice is the final two-month billing

Special Districts Association

student video contest

Theme:
Districts Make the Difference

Deadline: March 31, 2025

Scholarships for winning 60-second videos





Interested?

PID can offer support with info as well as video locations

Also on Paradise Rants/Raves
Most shares

Letters... we get letters...

"Your customer service was exceptional. Each person I spoke with was helpful, courteous, and knowledgeable.

Thank you for putting up with all my questions."

Received Dec. 26, 2024


PID AT A GLANCE:

9,392 Total Customers

5,530 Active Service Rate Accounts


9,182 Properties with Cleared Water

As of Jan. 24, 2025



FACEBOOK

Update: Jan. 27



Annual flushing
of PID's water distribution system

Flushing continues:
Crews are moving "down" through the district

Sign up for email alerts

Our water. Our future.
Paradise Irrigation District

See project map online
PIDWater.com/flushing

Constant Contact (email messaging); images on next page

Jan. 10: Date change for flushing start.

5 sends ("flushing alerts" list one day after media release)

100% open rate (5 addresses)

Jan. 11: Newsletter, director vacancy, monthly billing.

6,317 sends ("Interested/customers" list)
52.8% open rate (3,182 addresses)

Jan. 13: Flushing begins/sign up for alerts.

6,289 sends ("Interested/customers" list)
54.3% open rate (3,252 addresses)

3.2% unique clicks (190)

165 to alerts sign up

44 to website flushing page

11 to website home page

Jan. 27: Flushing update.

139 sends ("flushing alerts" list)
87.7% open rate (121 addresses)

61.6% unique clicks (85)

85 to website flushing page

1 to Facebook

Jan. 30: Flushing update.

143 sends ("flushing alerts" list)
65% open rate (93 addresses)

39.9% unique clicks (60)

60 to website flushing page



STARTING JAN. 31

PILE BURNING TO REDUCE FUTURE FIRE DANGER

YOU MAY NOTICE
burning & smoke

AREAS INCLUDE NEAR MIDDLE AND LITTLE BUTTE CREEK, COLTER WAY, COUTOLENC, WINCHESTER & PONDEROSA



Also on Paradise Rants/Raves

Paying your water bill?

There's an app for that!




Look for "My Civic Utilities" at iOS or Android app store

Tip: If you already have an online pay account with PID, you must use the same login credentials on the app.

FACEBOOK

EMAIL (Constant Contact)



Sign up for updates!

ANNUAL

WATER FLUSHING

Sign up to receive emailed updates about PID's flushing status.

First name


Last name

* Email

Sign Up

If you just opted in, you're consenting to receive marketing emails from: Paradise Irrigation District, 6332 Clark Road, , Paradise, CA 95969. You can revoke your consent to receive these emails at any time by using the [SafeUnsubscribe®](#) link, found at the bottom of each email. Emails are serviced by Constant Contact

Sign up form for flushing alerts



Division 3

Vacancy

PID Board of Directors

Application due: Jan. 14, 3:30 pm

Open slot on PID board for Division 3 resident

Paradise Irrigation District has a newly-vacated spot on its Board of Directors. Applicants will represent the full district but must live in Division 3 to qualify for this position; the spot had been previously filled by Shelby Boston, who resigned due to an upcoming move. Deadline for application is 3:30 pm Tuesday, January 14.

For more information and an application, go to: <https://www.pidwater.com/173/B> oard-of-Directors



Returning in February 2025

Monthly Billing



Download the latest PID newsletter

Read about PID's newly-appointed District Manager, find out what is unique about PID as a "special district" and learn about a new scholarship for creative Ridge students who can make a video about our water district.

All that and more is in the latest issue of PID's "Water News." The issue is available to [download here](#).

January's PID invoice is the final two-month billing


When PID customers receive their January invoice it will be the final time the bill will reflect a two-month billing period; subsequent PID bills will cover a single month of water delivery service.

The bill received in January includes costs for water service in November and December 2024. The February bill will cover January 1-31, 2025.

PID mails invoices on the 20th of each month; customers can also choose to receive bills electronically.

"We're excited to return to monthly billing," notes PID Assistant Manager Mickey Rich. "Our customers have told us they appreciate the every-month billing since it matches that of other utilities and is easier to budget for."

Payment can be made at the PID office (after-hours dropboxes are available) as well as online. The \$3 charge for credit card use in person or on the phone with a PID representative is waived if payment is via an automated phone system or online.




PID AT A GLANCE:

9,413

Total Customers as of Jan. 2, 2025

[f](#)

PIDWater.com 530/877-4971



Starting Jan. 20:

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!

Beginning Monday, January 20, Paradise Irrigation District crews will work in each Paradise neighborhood 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/flushing](#). Sign up for a weekly email [here](#) 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.

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.

[Click to sign up for flushing updates](#)

[f](#)


Update: Jan. 30

Annual

flushing

of PID's

water distribution system



See project map online

[f](#)

Our water. Our future.

Paradise Irrigation District

530.877.4971

Paradise Irrigation District crews continue the flushing of the water distribution system. See a map of the next anticipated work—and the areas which are finished at the link below.

Note that there will be no system flushing on Friday, January 31; the map linked below reflects the projected flushing for Monday, February 3.

The effects of flushing will generally be noticed only in the immediate area being flushed.

PID is also reaching out to businesses such as restaurants and hair salons a few days in advance to tell them about neighborhood flushing. PID office staff are unable to provide estimates of when they'll be in your neighborhood—keeping an eye on district website and getting the email alerts is the best way to stay informed.

[See the map here.](#)

[f](#)

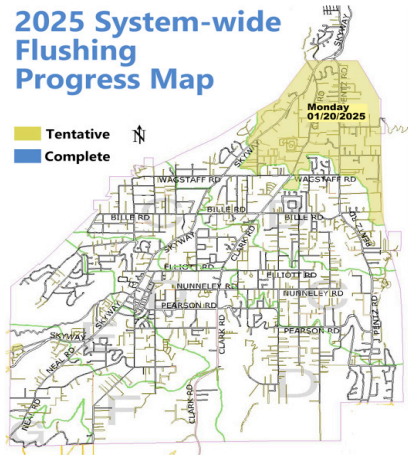
Example of weekly flushing alert

2025 System-wide Flushing Progress Map

Monday 01/20/2025

Update: PID flushing process to begin January 20

Thank you for signing up for email updates about the PID flushing process. Our crews will begin the water distribution system flushing on Monday, January 20 (not Jan. 13 as previously reported). We'll keep you posted throughout the process!



The map shows the progress of the 2025 system-wide flushing process. A legend indicates that yellow areas are 'Tentative' and blue areas are 'Complete'. The map shows various neighborhoods including WAKESFORD RD, BURNLEY RD, PEARSON RD, and others. A north arrow is also present.

Example of ability to quickly update info when needed

EMAIL (Constant Contact)

Newsletter

Distributed with mailed PID invoices

Available 24/7 at PIDWater.com website

January and February issues

WATER NEWS

Paradise Irrigation District

January 2025

Board names Phillips as District Manager

The Paradise Irrigation Board of Directors has selected Kevin Phillips as the district's new District Manager. The move follows the retirement of Tom Lando, who served as District Manager since 2020.

Phillips has a long history and commitment to PID. He began working for the district in 2007 as Finance and Accounting Manager, becoming the district's Chief Financial Officer in 2013. In April 2017, the board tapped Phillips as Interim District Manager.

"While I loved my experiences with the town and ACWA, PID is where my heart has always been. I'm looking forward to watching our district move from its focus on recovery and back into more normal operations," he continues. "The staff and board at PID have accomplished incredible things since the Camp Fire and the district is very strong."

"While many employees are relatively new to the district, they are energetic and enthusiastic. I can safely say our staff provides the highest level of customer service in the country."

Phillips is a Certified Public Accountant. He attended Cal Poly San Luis Obispo where he earned a Bachelor of Science in Business Administration, with a concentration in Accounting and Finance. He volunteers as a board member for Adventist Health Foundation, California CLASS, and ACWA Region 2. He is an elected director on the Durham Irrigation District.

Phillips lives in Durham with his wife and their three children.

Kevin Phillips
PID District Manager

In 2020, Phillips began leading the Town of Paradise as Town Manager, assisting the town in coordinating recovery efforts after the Camp Fire. He left in April 2023 to work with California Water Agencies Joint Powers Insurance Authority, returning to PID as CFO in 2024.

"I'm so happy to be back here," notes Phillips.

PID AT A GLANCE:

9,413	Total Customers
5,538	Active Service Rate Accounts
9,033	Properties with Cleared Water

As of Jan. 1, 2025

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Payment can be made at the PID office (after-hours dropboxes are available) as well as online. The \$3 charge for credit card use in person or on the phone with a PID representative is waived if payment is via an automated phone system or online.

"We're excited to return to monthly billing," notes PID Assistant Manager Mickey Rich. "Our customers have told us they appreciate the every-month timing since it matches that of other utilities and is easier to budget for."

Student video contest

Theme: Districts Make the Difference
Deadline: March 31, 2025
Special Districts Association
Scholarships for winning 60-second videos

PID can offer support with info as well as video locations

Interested?

Student who can video about Paradise?

Ridge students compete in a national; the top prize is a trip.

- How an individual, a group of individuals, or a community is affected by special districts.
- How special districts are formed and how they can provide essential services to the community.

As a special district, PID can be the video's focus. The PID staff is happy to assist Ridge students entering the contest by providing PID information as well as access to video locations.

Read more about the contest here: DistrictsMakeTheDifference.org. Students may reach out to Mickey Rich at PID, 637-4971, if they plan to create a video for the contest and need PID support.

PID now offers Text to pay

No need for a special app.
Pay your PID bill when you choose.
No extra fees.
Fast. Easy. Secure.

Set up by calling 630-877-4971, option 1; or go to PIDWater.com/pay

Early Warning Stress Test at Noon

February 15

Town of Paradise
Register for Confirmed 3:30 p.m. 4:00 p.m.

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!

630-877-4971
M-F: 9 am - 4 pm

630-877-4971

pidwater.com
facebook.com/pidwater



WATER NEWS

February 2025

District-wide flushing is in process

Paradise Irrigation District crews are working in each neighborhood the next few weeks to "flush" the water distribution system. Generally, the flushing will move south through neighborhoods, starting from the "top" northern part of the district. Effects of flushing are generally noticed only in the immediate area.

Flushing removes oxidation from inside steel pipes; during flushing 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.

A small amount of residual material may remain until your home lines have fully cleared any discolored water. To more hose bib or the bathtub tap and run about 80 to 100 gallons of water (one full bathtub) until water appears clear.

You can view the flushing project's status and the next neighborhoods planned for flushing at PIDWater.com/flushing. You can also sign up for a weekly email at pidwaterupdates@pidwater.com. PID office staff are unable to provide estimates of when they'll be in your neighborhood—keeping an eye on the website and getting email alerts are the best ways to stay informed.

Whether it's in the office, on the phone or out in the community, we're happy to help our customers!

"Your customer service was exceptional. Each person I spoke with was helpful, courteous, and knowledgeable. Thank you for putting up with all my questions."
—Nancy McDonald, Feb. 11, 2025

Marc Sulik returns to PID governance with board appointment

There's a "new" but familiar face on the PID board as of January: board members appointed Marc Sulik as PID Division 3 Director, following interviews with the three residents who applied for the position.

Sulik, a PID board member beginning in 2017, had helped shepherd the district through the recovery process following the Camp Fire as a board member representing Division 4. He resigned from the board in 2023 when his residence changed to a different PID service division.

Sulik's appointment to Division 3 director, where he now lives, came in January following the resignation of Director Shelby Boston (who relocated from Paradise).

thus creating a vacancy. Sulik will serve in this position until the next general district election in November 2026, and thereafter until the person elected to fill the vacancy assumes office in December 2028.

"My professional background is in wastewater treatment and I know water processes. I guess I'm kind of a water geek," he laughs.

"I've been a PID customer for 40 years and serving PID and giving back to the community feels like the right thing to do."

Sulik is an avid outdoorsman; he enjoys hiking around Paradise and in the surrounding areas.

Marc Sulik
Being sworn in after appointment as a director

Consider permanent meeting time change

going into effect in March. Community members are invited to speak to the PID Finance or Community Relations committees. Submit letter of interest by March 12. Call 630-877-4971 for info.

considering a permanent change would be held at 9 a.m. on the 19th day of each month. The time change requires a board vote at the Feb. 19 meeting before they can be implemented.

The time change requires a board vote at the Feb. 19 meeting before they can be implemented.

Committee openings for community members

NOTICE SOMETHING DIFFERENT THIS MONTH?

YOUR FEBRUARY PID BILL COVERS JUST ONE MONTH OF SERVICE

MOVING FORWARD WITH PID

WITH THIS, YOUR WATER DISTRICT RETURNS TO THE SAME SINGLE-MONTH BILLING WE HAD PRIOR TO THE CAMP FIRE

Early Warning Sirens Test at Noon

March 15

Town of Paradise
Register for Confirmed 3:30 p.m. 4:00 p.m.

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

630-877-4971
M-F: 9 am - 4 pm

630-877-4971

pidwater.com
facebook.com/pidwater



NextDoor.com (Paradise)

3,631 NextDoor members in PID service area

Jan. 3: Director vacancy

536 impressions

Jan. 13: District-wide flushing begins

408 impressions



Jan. 27: Flushing continues

394 impressions (plus comment/answer)

Paradise Irrigation District
Community Relations Tonya Dale · 3 days ago

Paradise Irrigation District has a newly-vacated spot on its Board of Directors. Applicants will represent the full district but must live in Division 3 to qualify for this position; the spot had been previously filled by Shelby Boston, who has resigned due to an upcoming move. Deadline for application is 3:30 pm Tuesday, January 14.

For more information and an application, go to:
<https://www.pidwater.com/173/Board-of-Directors>



Division 3 Vacancy

PID Board of Directors

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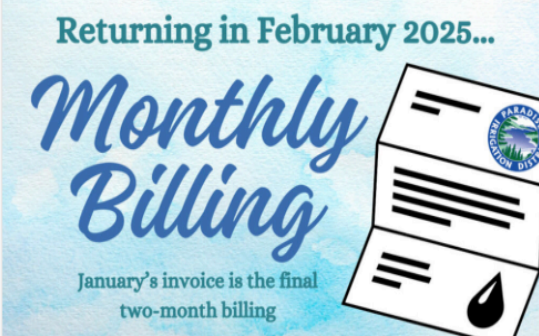
Paradise Irrigation District
Community Relations Tonya Dale · Just now

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Returning in February 2025...

Monthly Billing

January's invoice is the final two-month billing

→

Note interaction from community member and opportunity to answer and point them to PIDs website.

Paradise Irrigation District
Community Relations Tonya Dale · 3 days ago

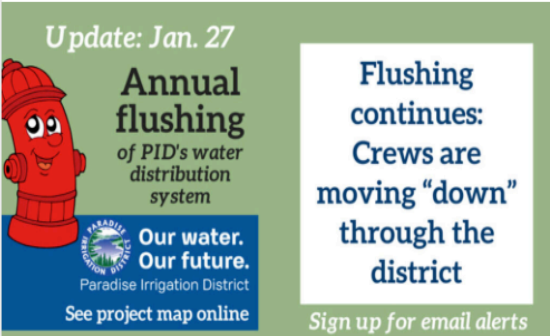
Paradise Irrigation District crews will continue the system-wide flushing throughout our community this week; the crews are moving from the "upper" part of Paradise in a generally southward direction.

See a map showing anticipated work--and the areas which are finished--at this link: <https://pidwater.com/flushing>

The effects of flushing will generally be noticed only in the immediate area being flushed.

PID is also reaching out to businesses such as restaurants and hair salons a few days in advance to tell them about neighborhood flushing.

PID office staff are unable to provide estimates of when they'll be in your neighborhood--keeping an eye on district website and getting the email alerts is the best way to stay informed. Sign up for email alerts here: <https://lo.constantcontactpages.com/sl/3AcyyvQ>



Update: Jan. 27

Annual flushing

of PID's water distribution system

**Our water.
Our future.**
Paradise Irrigation District

See project map online

**Flushing continues:
Crews are moving "down" through the district**

Sign up for email alerts

Posted to Subscribers of Paradise Irrigation District

Add a comment... 394 Impressions 1 3

Apryl C. · Elliott Rd · 3d

Can someone explain why our water system needs to be flushed regularly / yearly? Was the system flushed before the fires on a regular basis, or is this since the fires? Thanks in advance for the information.

Like Reply Share

Tonya D. · Paradise · 2d

Great question, Apryl. Best management practices for maintaining a healthy drinking water system include periodic flushing of water mains. The primary pipe material that PID focuses on while flushing is steel pipe. This is because steel pipe is subject to oxidation. While there are many factors contributing to oxidation, what is really taking place is corrosion. The inside of steel pipe begins to rust and this turbidity, or "dirtiness" is what gets stirred up when water mains are flushed. The increased velocity caused by the manipulation of system valves causes an effect similar to scouring. PID has flushed its distribution system annually prior to the Camp Fire, typically in late winter or early spring. For more info about flushing, go to: <https://www.pidwater.com/237/Water-flushing>

Like Reply Share 1

Apryl C. · Elliott Rd · 1d

Tonya thank you for explaining this, makes sense now.

Like Reply Share

CURRENT:

Monthly billing

Completed November-January messaging, including full-color, 6x11 postcard mailed to 6,458 addresses. Remaining tasks in early- to mid-February include social media (Facebook, Constant Contact, Next Door), PID website, PID newsletter (February), PRPD electronic sign, PID and PRPD electronic signs.

Ridge Business Journal

Chamber of Commerce publication, distributed throughout Ridge; March issue (monthly billing, new manager, new director, text to pay, new website, what is a special district).

New Customer brochure update

Flushing

Timing: Continues until process is complete. Includes media release, social media (Facebook, Constant Contact email alerts list, NextDoor), PID website (new page; will archive for future), PRPD electronic sign, PID and PRPD electronic signs.

Website: Overview, News Flash updates, regular updates/comments

Update News Flash with text/graphics, as needed. Work with staff to update info on pages. Ongoing.

Facebook/NextDoor monitoring

Watch, compile comments, share with staff, as needed. Ongoing.

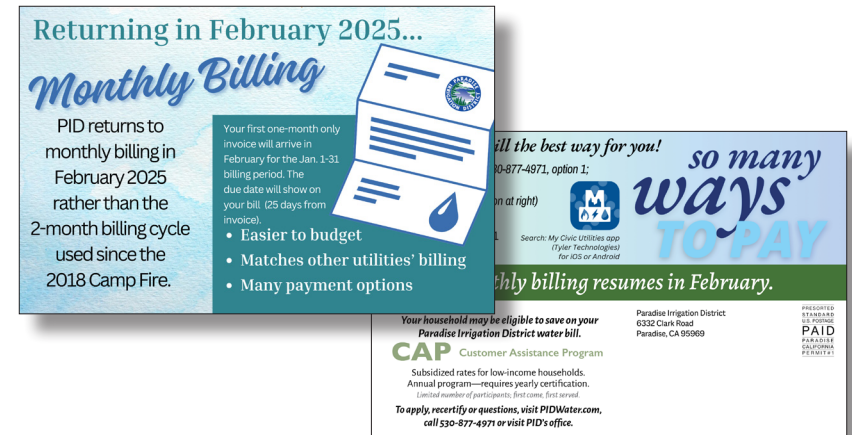
PID and PRPD electronic signs

Support district-wide messaging. Ongoing.

UPCOMING:

Methods of bill payment:

Create short animated video as well as ongoing messaging (website, social media, newsletter). Focus on Text to Pay, mobile app, online pay.



PARADISE IRRIGATION DISTRICT WATER STATEMENT

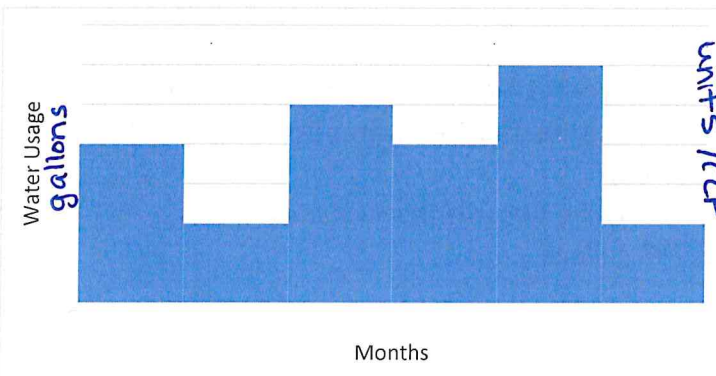
Account #: 00-00000-00
Service Dates: 7/1/2021 – 9/1/2021
Bill Date: 9/20/2021
Due Date: 10/14/2021

Water Service For:
First and Last Name(s)
Service Address
City/State/Zip

Rate Type: Ready-to-serve / Sealed

Download the Dropcountr app today for water alerts now and to monitor water use (once your meter is in)

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

Your Bill Summary:

Previous Statement Balance	\$ 0.00
Payment(s) Received Since Last Statement	(\$ 0.00)
Previous Unpaid Balance	\$ 0.00
Current Water Charges	\$ 0.00
# of units used at \$1.61 per unit (1 unit = 100 Cubic Feet = 748 gallons) CCF	
Current Service Charge <service code>	\$ 0.00
Backflow Maintenance	\$ 0.00
Town Hydrant Fund	\$ 0.00
Late Penalty	\$ 0.00
TOTAL AMOUNT DUE	\$ 0.00
CREDIT BALANCE	(\$ 0.00)

(Blank space left for changing notices/facts/information)

Please return this portion with your payment. THANK YOU!



- ☐ Request for change of mailing address on reverse side.
- ☐ Opt-in to paperless billing. Please email my future bills to: _____

(Barcode)

Service Address	
123 Paradise Lane	
Account Number	00-00000-00
Amount Due	\$0.00
Due Date	10/14/2021

Amount Enclosed: \$ _____
(Thank You!)

First and Last Name(s)
Mailing Address
City/State/Zip

Paradise Irrigation District
6332 Clark Road
Paradise, CA 95969-4146