

WATER NEWS



Our water.
Our future.

May/June 2024

Paradise Irrigation District

Are you on the right PID rate plan for your home/lot?

Residential rates	Cost	Notes
Ready to Serve 	\$21.49/ month	For customers not currently using water but who will need water on their lot in the future. \$30 service fee to unseal or re-seal; requires a 48-hour turnaround to unseal/re-seal.
Ready to Serve with Occasional Use 	\$42.97/ month plus metered water charge use—but only for months water is used	"Custom" plan for customers with vacant lots who need occasional use of PID water (for example fire safety with a burn permit or lot maintenance). Must have approved Occasional Use application and be a Ready to Serve customer. Backflow protection is in place and water use is metered. The inactive meter is unlocked and ready to use. \$40 annual fee; account is billed monthly. Need an application? Call 530/877-4971.
Active 	\$42.97/ month plus metered water charge use	For residential customers. If you don't see the usage charge on your PID bill, it may be because your meter hasn't yet been installed. Call PID at 530/877-4971 with questions.

For business rate details, call
530/877-4971 or go to
PIDWater.com/rates

Reminder: Service capacity impact fee increases on July 1, 2024
Applies to new water applications and inactive accounts re-establishing service

Board appoints Patty Guillory as Division 4 director



Patty Guillory, new PID board member

Patty Guillory brings years of experience with the Portola-area Grizzly Lake Community Services District (water and sewer agency) to her new role as Division 4 Director of the Paradise Irrigation District.

Guillory and her husband, Patrick, relocated to the Ridge recently but have visited frequently since her parents moved to Paradise in 2000.

"I retired and wanted to be close to family and start a new life for my retirement,"

Guillory relates. "When the board position opened, I was excited to be part of helping our community recover. It's inspiring to watch the progress as PID rebuilds its infrastructure after the fire."

Guillory says she's found the PID staff, "Fantastic—they're not only professional and knowledgeable but also friendly."

Guillory enjoys crafting and hiking. She's looking forward to exploring the trails around Paradise Lake.

Open House Weekend June 1 & 2 Welcome to the Ridge

June 1: Party in the Park; 5:30 to 8:30 pm
Music • Dancing • Kids' Zone • Marketplace

June 1 & 2: Paradise Garden Tour

June 1 & 2: Paradise Art Center Boutique

June 2: Paradise Grazing Festival

Guided hikes at Paradise Lake • Houses for sale
New trail opens at Bille Park

Look for PID at some of the special events, too!



PID AT A GLANCE:

9,344

Total Customers



5,286

Active Service Rate Accounts

6,832

Properties with Cleared Water

As of May 3, 2024

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

Listen for the test sirens at noon:

June 1 • July 6

Sign up for CodeRed notifications at
bit.ly/3OyyTM7



**WANT TO MONITOR
YOUR WATER USE AND
GET ALERTS BUT YOU'RE
NOT SO TECH SAVVY?**

 **CALL 877-4971**

**WE'LL HELP YOU SIGN UP FOR
DROP COUNTR OVER THE PHONE!**



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



You may qualify for bill payment help

PID customers who meet income guidelines can receive a \$10 rate assistance subsidy each month on their water bill. The Customer Assistance Program (CAP) includes customers who have "active" water accounts as well as those who have vacant land and pay the "ready to serve/sealed meter" charge (limit of one subsidized water account for vacant land).

Program qualification is based on household income of less than 200% of the Federal Poverty level; go to PIDWater.com/CAP for specific income guidelines. Apply online as well as at the PID Office, 6332 Clark Road, Paradise; hours are Monday through Friday from 9 am to 4 pm.