

# WATER NEWS



Our water.  
Our future.

July/August 2024

Paradise Irrigation District

## PID recognized by state organization for recovery work & restoring water service to our community

Water professionals from throughout California visited Paradise in late June to review the recovery work by Paradise Irrigation District after the 2018 Camp Fire.

Members of the Association of California Water Agencies (ACWA) toured various ridge sites during the day-long event.

ACWA members—joined by representatives from the Town of Paradise, Butte County Fire Safe Council and other agencies—heard details about what PID has done to not only recover but provide future resilience for our community's water supply.

"We've restored clean water to every property that has requested water," noted PID Assistant Manager Mickey

Rich. "We're now preparing for the future by installing service laterals even ahead of requests for those rebuilding."

"Today we have almost 9,400 service connections compared to the 10,500 we had before the fire," Rich continued. "We've restored our water storage to the same 9.5 million gallons we had pre-fire and we have a site prepped and ready for an additional 1.5 million gallon storage tank."

Due to the fire's introduction of contaminants in the distribution system, PID's water is the most densely-tested water system in the US and, after clearing and restoration, all testing has found the district's water meets or exceeds all state and federal guidelines.



*PID Assistant Manager Mickey Rich speaks to ACWA members and the community on June 27, 2024.*

### PID AT A GLANCE:

# 9,368

Total Customers



# 5,332

Active Service Rate Accounts

# 7,396

Properties with Cleared Water  
As of June 21, 2024

Download report at  
**PIDCCR.com**

## What's in your water?\*

PID issues water quality report



\*Spoiler alert: The water is great!



# Meters are in—keep an eye on your water use

Warm weather is definitely here and that means your landscaping is likely using more water than during the cooler months—and with bills covering a two-month period we don't want you to be surprised. Most PID customers are metered now and have returned to billing with "consumption" charges reflecting the amount of water used.

Consumption charges haven't increased since prior to the Camp Fire, but to avoid water bill surprises with

increased water use, download the Dropcountr app. The app is available for Android or Apple devices; the same data is also available online with computer access. The data allows you to see when and how much water is used at your household so you aren't surprised with a higher-than-expected bill.

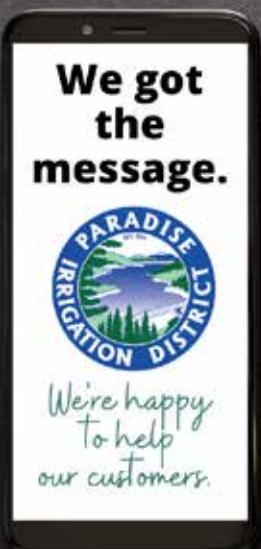
For download tips—go to:  
[PIDWater.com/dropcountr](http://PIDWater.com/dropcountr)



Download Dropcountr app here



**We got the message.**



*We're happy to help our customers.*

Thanks for sending Damian out to fix our broken backflow. He was organized, competent, and respectful. Good job, PID, for another employee to be proud of.

Email to PID Customer Service  
June 24, 2024

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

Listen for the test sirens at noon:  
**August 15 • September 15**

Sign up for CodeRed notifications at  
[bit.ly/3OyyTM7](http://bit.ly/3OyyTM7)

**PID DEMONSTRATION GARDEN**

## Volunteers Needed



Tasks may include raking, pruning, hand-weeding and planting.

About 10 group work days/year

Call PID at 877-4971 to find out more!



## 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](http://pidwater.com)  
[facebook.com/pidwater](http://facebook.com/pidwater)

