

# WATER NEWS



**Our water.**  
**Our future.**

September/October 2024

Paradise Irrigation District

## PID employees come through in a pinch

When a job for a contractor encountered some difficulties, Paradise Irrigation District's own employees stepped forward to update the Magalia Dam's spillway wall.

Clint Stanley, the maintenance mechanic at PID's Treatment Plant, took charge of the project, which involved constructing a Gabion wall along the spillway.

The existing concrete wall in the dam's spillway might have been a risk during extremely heavy water flows so PID proposed putting in a Gabion wall to do the job while still letting the water flow through.



California's Department of Water Resources' Division of Safety of Dams approved the plan and an engineering firm finalized the design. PID crews finished the construction in August.

A Gabion wall is a welded or wired cage or box filled with materials such as stone, concrete, sand or soil. It provides stability and erosion control while still allowing water to pass through.

The newly-constructed Gabion wall alongside the Magalia Dam spillway is a tiered rock structure that supports the spillway and its concrete wall.



*PID's Treatment Plant Maintenance Mechanic Clint Stanley took charge of the project. PID crews did the work of constructing the specialized spillway wall.*

## More help & info on our new website; check it out!

PID's newly-revamped website allows our customers to find information more easily as well as complete a variety of tasks, including pay bills, apply for job openings and sign up for the Customer Assistance Program.



Go to **PIDWater.com** to see what's happening in your water district. You can also download minutes of past board meetings, find out about future meetings, read about starting service and see a water rate chart. A "virtual chatbot" can also answer questions online.

# Updates and news from your water district

## No November election for PID Board

The five members currently serving on the PID Board of Directors will remain in place following the November General Election. No other community members filed for the positions expiring in December 2024 (Divisions 1, 2, 4 and 5) so current board members will be reappointed in lieu of election.

Go to [PIDWater.com/173](http://PIDWater.com/173) for board member information.

## Monthly billing being considered

PID's board may consider changing customer billing from an every-other-month basis to monthly billing some time in 2025. The change would make it easier for customers to budget since the bill would only be

for one month's water use. Most other local utilities also bill customers on a monthly basis and PID billed on a monthly basis prior to the Camp Fire.

PID's consumption rates haven't changed since 2017.

## Shut-off info: Landlords and tenants

Property owners in PID who have tenants paying the water bill can use a variety of options to confirm the property's tenants are up to date in PID bill payment.

Property owners should not rely upon PID shutting off the water for delinquent accounts; PID shutoffs are for backflow non-compliance issues only (altered, tampered or reconfigured devices).

Accounts with unpaid balances are sent to the county and included on the annual property tax bill; charges continue to accrue for monthly service and late fees. Ultimately, the property owner is responsible for the PID bill, even if the tenant is supposed to be paying for their PID water service.

Property owners can call Customer Service at 877-4971 to discover communication options for tenant-paid PID accounts to assure accounts are not delinquent.



Download app or view data online: [PIDWater.com](http://PIDWater.com)

dropcount  
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Save WATER

Save MONEY

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

Listen for the test sirens at noon:  
**October 15 • November 15**

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

PID AT A GLANCE:

**9,390**  
Total Customers

**5,422**  
Active Service Rate Accounts

**8,072**  
Properties with Cleared Water  
As of Aug. 21, 2024

## 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



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