

WATER NEWS



Our water.
Our future.

November/December 2024

Paradise Irrigation District

Need water service soon? Sign up now!

If you're a property owner who anticipates new construction (or needing a water hookup for any purpose) in the near future, be sure you connect with PID now to get signed up for a backflow install.

While PID's contracting crews are in neighborhoods to replace service laterals and mains, they won't be installing backflow devices at that same time unless you tell PID ahead of time that you'll be needing water soon.

If property owners wait to notify PID for the upcoming need for water and the crew has already passed through their neighborhood, there could be an extended wait time to get the backflow installed. If you cannot wait, you may have to pay more to have the backflow installed.

A backflow is required before PID water can be delivered to a customer's property.

By contacting PID now, you can make sure that all paperwork for the backflow installation and maintenance contract is signed and ready to go when the crew is in your neighborhood.

Customers who have a backflow installed but do not yet need water can remain on the "sealed" ready-to-serve rate of \$21.49/month and just

pay an additional \$5 each month for the backflow maintenance contract.

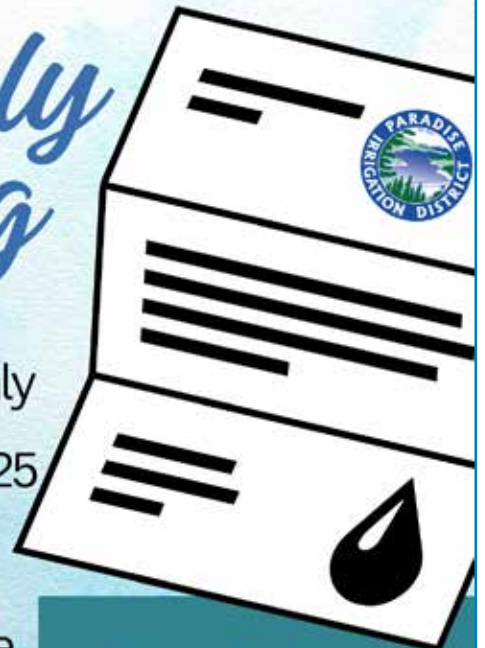
With a backflow contract in place and the backflow installed, the water will be ready to turn on when the property owner's plans finalize.

For details about your backflow installation or to sign up for future water service today, call PID at 530.877.4971.

Returning in February 2025...

Monthly Billing

PID returns to monthly billing in February 2025 rather than the 2-month billing cycle used since the 2018 Camp Fire.



- Easier to budget
- Matches other utilities' billing
- Many payment options



Holiday
Office
Closures

**Nov. 28 & 29; 11:30 am on Dec 19;
Dec. 24 & 25; Jan. 1**

**As always, PID is available 24/7
for water emergencies.
Call 877-4971.**

Annual renewal begins for Customer Assistance Plan participation

PID customers who are already receiving financial help through the Customer Assistance Program should renew now to continue saving on each PID bill. *The program requires annual renewal for all participants.*

Applicants who qualify for PG&E's CARE discount at their residence are eligible. Completed applications—and renewals—are accepted on a first-come, first-served basis.

Applications are available in the PID Office or online at PIDWater.com. You will need supporting documentation and your PID account number. Call 530.877.4971 for details.

PID AT A GLANCE:

9,409

Total Customers



5,525

Active Service Rate Accounts

8,609

Properties with Cleared Water

As of Oct. 29, 2024

Pay your PID bill the best way for you!

Text to pay (Call PID at 877-4971 to set up)

New mobile app (see icon below)

Online

By phone

In office



Search: My Civic Utilities app (Tyler Technologies) for iOS or Android

*so many
ways
TO PAY*



Love Paradise

Oct. 25, 2024

Our thanks to the hardworking (and fun!) crew of students from Paradise Adventist Academy

who helped at the Demonstration Garden.

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

Listen for the test sirens at noon:

December 15 • January 15

Sign up for CodeRed notifications: bit.ly/4hBT1Ju



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

