

WATER NEWS



Our water.
Our future.

January 2025

Paradise Irrigation District

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.

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. "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



Kevin Phillips
PID District Manager

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.

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

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 timing 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.



student video contest

Theme: Districts Make the Difference

Deadline: March 31, 2025

Special Districts Association

Scholarships for winning 60-second videos

Interested?

PID can offer support with info as well as video locations

Do you know a student who can create a great video about Paradise Irrigation District? Ridge students can do that and compete in a nationwide video contest; the top prize is a \$2,000 scholarship.

The National Special Districts Association, which PID is affiliated with as part of the California Special Districts Association, is staging the contest now through March 31, 2025.

Video contest submissions should focus on highlighting one or more of the following areas:

- A unique program, service or infrastructure project that a special district is currently promoting.

- 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.

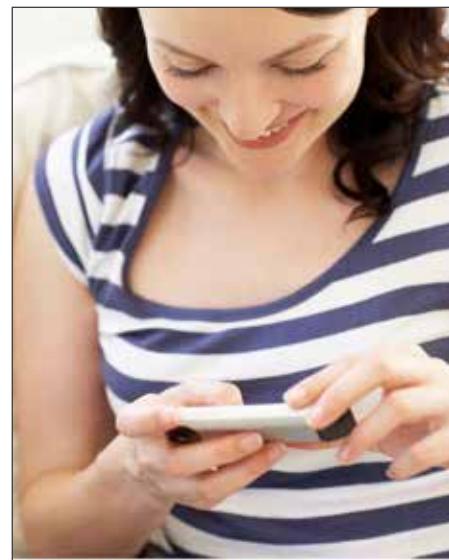
Read more about the contest here: DistrictsMakeTheDifference.org Students may reach out to Mickey Rich at PID, 877-4971, if they plan to create a video for the contest and need PID support.

“Special district” = Community control & oversight

Since 1916, PID has been a “special district, meaning it was created by the people of our community to deliver specialized services (in PID’s case, water) not otherwise provided.

As a special district, PID may not charge more for its services than it costs to provide them. At the

same time, the district must also be financially sustainable and able to fully pay for the costs associated with providing that water so the community will continue to have healthy, clean drinking water in the future. Maintaining that financial balance is key to our community’s future.



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
530-877-4971, option 1;
or go to
PIDWater.com/pay

Early Warning
Sirens Test at Noon

February 15

Town of Paradise

Register for CodeRed: 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

