

WATER NEWS



**Our water.
Our future.**

April 2025

Paradise Irrigation District

PID alerts and water outages:

Here's how we notify you—

A recent water outage and a phone disruption point out how important it is for PID to have up-to-date contact information for all of our customers.

Case in point: In mid-February, the AT&T copper phone line serving the PID office broke; this left the district with intermittent phone service for both outgoing and incoming calls.

While PID was not the cause of the disruption (and AT&T notified the district it had no intention of fixing the line), it made it hard for customers to contact us. As a result, PID took steps to inform the community and offer other ways to temporarily reach staff.

While the district pursued a secondary phone system (now in place with 4G as a backup), it continued to notify the community using social media (Facebook, NextDoor), the district website (alert on home page) and emails to all customers the district has email addresses for.

PID apologizes for this highly frustrating situation. The district is investigating other customer service notification which may also allow alert text messaging and phone calls.

GET PID ALERTS

Call today to make sure we have your current contact info for email and phone.

530-877-4971

District rate study continues

Paradise Irrigation District continues its rate study process, which began in 2022. A rate study helps the district look at the actual cost of delivering water to its customers to help it



determine rates which will allow PID to continue supplying water to our community for years to come.

As a special district, PID cannot charge more for water than it costs to produce and deliver the water to its customers.

For sustainability, the district also needs to cover all costs involved in

providing water. A rate study helps determine those figures so the district can plan for the future.

The last rate study was in 2015; that study provided the projections for annual rate increases from 2016-2019. A rate study factors in all production and delivery costs, including staffing, equipment, maintaining water lines and protecting water sources.

PID operates within a long-term financial model to assure it can continue providing water to its customers in future years.

Watch for results of the rate study—and the actions recommended as a result of it—during the next several months.

ELLIOTT ROAD PIPELINE PROJECT APRIL - JUNE

**ALONG ELLIOTT ROAD,
BETWEEN CLARK ROAD AND SKYWAY**



Beginning now and will be completed ahead of Town repaving project



Project replaces aging pipeline to better serve our community

**TRAFFIC CONTROL WEEKDAYS
8:30 AM TO 5:30 PM**

**NIGHT WORK
AS NEEDED**

Ukrainians visit PID to learn about water system recovery

Citizens from Ukraine visited in March seeking an overview of water recovery efforts post-disaster to help them plan post-war recovery efforts in their own country.

The informational meeting between Ukrainian citizens and PID staff was part of the Open World Program from the Congressional Office for International Leadership; the program "connects" international

participants with their peers in the US communities to exchange best practices and strengthen mutual understanding. The visit with PID officials was one of many the group made while visiting the North State.

The gathering focused on an overview of how PID has recreated the community's water system following the disastrous 2018 Camp Fire in which the delivery system was destroyed. In the six years since the fire, PID has

restored safe water delivery to its customers and is well on its way to rebuilding the entire water system.



**Early Warning
Sirens Test at Noon**
April 15
May 15
Town of Paradise
Register for CodeRed: bit.ly/4hBT1Ju





We got the message.



We're happy to help our customers.

"I have to commend you for the wonderful job you do with everything here in Paradise! I think that Paradise has the purest & best-tasting water I have ever had! Having been a flight attendant in my younger years (I am now 82 years old!), I have tasted water from many places on our planet but Paradise deserves a trophy for the "Best Water in the World"! Thank you for all of the diligent and hard work you do to keep our water constantly clean, clear, sparkly & sanitary! KUDOS to ALL of you at PID!! "

*Email to Customer Service
March 24, 2025*

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
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