

# WATER NEWS



**Our water.  
Our future.**

August 2025

Paradise Irrigation District

## Elliott Road project is done—and will benefit Paradise for years to come

A big “thank you” to our community for its patience as our crews worked on the main pipeline along Elliott Road during the past month. We’re done!

PID was aware that the Town of Paradise would soon begin repaving Elliott Road so we switched our work schedule around to prioritize work on Elliott so planned water projects wouldn’t impact that new paving.

We know it’s never fun when traffic

is re-routed and water shut-offs are needed, so we worked hard to minimize that impact on our community.

We apologize for the challenges—but the good news is that the Elliott Road mainline replacement and tie-ins should provide decades of service for PID customers now and those who join the Ridge community as it continues to grow.

We’re also proud of our crew, some of

whom changed to night shift schedules to help us get the work done, inspected and finished so quickly.

See [PIDWater.com](http://PIDWater.com) for information about upcoming PID projects and how they may affect traffic control and potential water shut-offs.



**Early Warning  
Sirens Test at Noon  
August 15  
September 15**

Town of Paradise  
Register for CodeRed: [bit.ly/4hBT1Ju](http://bit.ly/4hBT1Ju)

**PID AT A GLANCE:**

**9,428**  
Total Customers

**5,777**  
Active Service Rate Accounts

**9,881**  
Properties with Cleared Water  
As of July 28, 2025

**Your PID water bill isn’t just another expense—it’s an investment with real returns. Every dollar goes back into keeping your water system strong, secure, and built to last. These investments mean you’ll have a water system you can always count on.**

# We're walking miles every day to mark PID pipes

If you had x-ray eyes and could see underneath Paradise, you'd likely be astounded at the maze of utility pipes running underground—and those pipes include PID's water delivery lines. They're everywhere!



***PID's Aaron Ropp uses a locator to spot and mark underground PID water lines so a contractor doesn't accidentally dig into the line.***

To keep contractors who plan digging projects from accidentally breaking into those pipes, PID employees search out and mark your water company's pipelines--and individual employees are clocking over 15,000 steps a day to do that!

The marking, labeled USA (for Underground Service Alert—not a patriotic message as some may think) helps contractors know what kind of utilities are where.

"Different colors signify different types of infrastructure," explains PID

Meter Shop Operations Manager Erica Freimuth. "Water lines are marked with blue paint."

Contractors (including everyone from Town of Paradise road crews to home

"This applies to homeowners as well," notes Freimuth. "People may think they know where their infrastructure is underground, but you cannot know for sure, especially with all of the work post-fire."

***Call 811 before digging! Or, go to: [Call811.com](http://Call811.com)***

builders to fence installers) must file for a USA ticket at least 48 hours before digging. Utility workers then mark out their lines before the digging starts.

"If you don't file a USA ticket and then accidentally break into a line, you'll be legally responsible."

PID now processes upwards of 2,400 USA tickets each month.

## New pump station and pipeline project almost complete

A new pump station and 16-inch pipeline from PID's Water Treatment Plant is almost completed;. The project provides a second way to get water to the community, providing redundancy in case of emergency as well as the opportunity to do preventative maintenance more easily on the 42-inch pipeline that services the community. The project began in 2022 and was funded through a \$6.8 million FEMA Hazard Mitigation grant.



## 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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