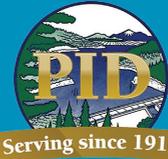


# WATER QUALITY INFO



ISSUED FEB. 25, 2019 FOR RESIDENTS AND VISITORS TO PARADISE, CALIFORNIA



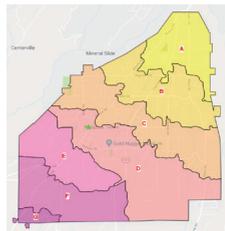
## Test Results

To date, approximately 40% of the tested service lines (the small pipes that deliver water from the main-line to the meter) show signs of organic chemical contamination. The organic chemical most prevalent is benzene, a known carcinogen in

both humans and animals. Some tests reveal other volatile organic chemicals were found in water samples from the damaged system and sampling is being expanded to better understand this information.

**View Test Results:**  
[pidwater.com/wqadvisory](http://pidwater.com/wqadvisory)

You can track non-potable water availability and PID's ongoing water quality investigation online.



## Do Not Drink Tap Water

### Use Bottled Water for:

- All drinking (including baby formula and juice and water for pets)
- Brushing teeth
- Making ice
- Food preparation

### Additional Use Instructions:

- Limit use of hot water.
- Limit shower time (use lukewarm water and ventilate area).
- Use a dishwasher to wash dishes and use air dry setting.
- Wash clothing in cold water.
- Do not take baths.
- Do not use hot tubs or swimming pools.
- Limit use of water for clean-up of properties. Follow recommendations at [buttecountyrecovers.org/reentry](http://buttecountyrecovers.org/reentry).

## PID's Water System Damaged by Camp Fire

Water quality is severely compromised in Paradise as a result of the damage caused by the November 8, 2018 Camp Fire. Our initial assessment suggests that heat from the fire burned meters, service lines, and homeowner plumbing systems allowing water to gush from thousands of properties. These water leaks ultimately caused the district's piping system to depressurize, so burned plastics, soot, and ash were likely sucked into the water system.

Although PID is still assessing its system for damage, we have determined that, for now, Paradise water is not safe to drink. PID is working with the state and federal emergency agencies to create and finance a plan to fix the problem.

## Restoring Clean Water will be a Long Process

PID is working on a plan to find and isolate contaminated portions of the water system. Once these areas are isolated, PID will clean or replace portions of the piping system until water meets drinking water standards. We'll continue testing to ensure water is clean and safe for our customers. Timeline and details will be provided once the plan is complete and funding is approved.

## Where to get Potable Water

Bottled Water Distribution:

MON - FRI | 10 am - 2 pm

6332 Clark Road, Paradise CA

Bring proof of Paradise residence.

Fill Station (fits up to 5 gallon jug)

MON - FRI | 7 am - 4 pm

13888 Pineneedle Drive, Magalia CA



## Water for Clean-up

Non-potable construction water is available to contractors. Map of construction meter locations at [pidwater.com/recovery](http://pidwater.com/recovery)

## Using Non-potable Water

### Residents Living in Paradise:

- PID will restore non-potable water to STANDING HOMES ONLY at the customer's request.
- Contamination may be present in home plumbing.
- CAUTION: Do not rely on a home filtering method without continued water testing and maintenance.

### Contractors Using Water for Clean-up

- Water available at specified hydrant locations only.
- Do not operate hydrant valves.
- Use only the 2" gate valves attached to the hydrants.

## Online Updates



[pidwater.com](http://pidwater.com)  
[facebook.com/pidwater](https://facebook.com/pidwater)



6332 Clark Rd, Paradise



530-877-4971  
530-342-3101