



Paradise Irrigation District

6332 Clark Rd, Paradise, CA 95969 · 530-877-4971 · Fax: 530-876-0483 · www.pidwater.com

AGENDA

Paradise Irrigation District Community Relations Committee Meeting 6332 Clark Road, Paradise, CA 95969

MONDAY, NOVEMBER 9, 2020 – 8:00 AM

Special Notice:

Pursuant to California Governor Gavin Newsom's Executive Order N-29-20 issued on March 17, 2020, relating to the convening of public meetings in response to the COVID-19 pandemic, the Paradise Irrigation District will be closing the Committee Meeting to members of the public and all non-essential staff. Committee Members and essential PID staff will be participating either in person or via teleconference.

Members of the public may fully participate in the meeting telephonically by calling:
(Toll Free): 1-866-899-4679 and entering access code: 976-862-429. To join the meeting from your computer, tablet, or smartphone, please use the following link:
<https://www.gotomeet.me/paradiseirrigation/crcommittee>

Public comment may also be submitted via email or telephone with the subject line PUBLIC COMMENT ITEM NO. ____ to gborrayo@paradiseirrigation.com or by calling (530) 876-2039 by 7:30 a.m. on the day of the meeting and comments will be submitted to the Committee.

AGENDA:

- 1. Opening**
- 2. Public Participation**
- 3. Delinquent Water Charges – Norris Godsey:** Review and discussion regarding public participation from Norris Godsey at the October 21, 2020 Board of Directors Meeting regarding unpaid water charges submitted to the County of Butte and placed on the 2019-20 secured property tax roll.
- 4. Staff Community Relations Activities Update:**(Mickey Rich)
- 5. Committee preview of informational releases or surveys by District contractors** (Marc Sulik).
- 6. Outreach for Water Quality Campaign /Stott Outdoor Advertising** (Mickey Rich)
- 7. Customer Service Information** (Mickey Rich)
 - a. General Update
 - b. Cedar Creek Publishing
- 8. Community Relations Plan Update** (Mickey Rich) Review and consider making changes to the District's Community Relations Plan.
- 9. Ad Hoc Demonstration Garden Committee Update** (Director Sulik / Ward Habriel / Chuck Bell)
- 10. Consider Establishing Future Meeting Date**
- 11. Adjournment**



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September 28, 2020

Via USPS Mail

Norris Godsey

Paradise, CA 95969

Dear Mr. Godsey,

This letter is to acknowledge your concerns submitted in writing to the Board of Directors and received by the Paradise Irrigation District on September 25, 2020.

In reference to the lien amount of \$219.90, this amount was added to your property tax bill via the annual assessment process under the Butte County Office of the Auditor-Controller. Sections 25806 and 25807 of the Water Code of the State of California provide the authority to add certain unpaid charges to the District's assessment roll and to become a part of the annual assessment levied upon the land upon which the charges are unpaid. The District is unable to reverse the direct charges on the 2019-20 secured property tax roll, however they were paid in escrow with the prorated service charge for the ready to serve charge from 05/01/2020-09/21/2020.

The following table includes a summary of the charges that are included in this levy:

Date	Type	Reference	Credits	Debits	Cumulative Balance
09/23/2020	Bill	DISCONNECT BILL 9/1/2020 - 9/21/2020		44.42	396.26
09/21/2020	Reverse Lien	REVERSE LIEN-ESCROW PAYING		219.9	351.84
09/15/2020	Bill	BILL 7/1/2020 - 9/1/2020		43.98	131.94
08/31/2020	Lien	Lien for \$219.90	-219.9		87.96
07/15/2020	Bill	BILL 5/1/2020 - 7/1/2020		43.98	307.86
05/15/2020	Bill	BILL 3/1/2020 - 5/1/2020		43.98	263.88
03/15/2020	Bill	BILL 1/1/2020 - 3/1/2020		43.98	219.9
01/15/2020	Bill	BILL 11/1/2019 - 1/1/2020		43.98	175.92
11/15/2019	Bill	BILL 9/1/2019 - 11/1/2019		43.98	131.94
09/15/2019	Bill	BILL 7/1/2019 - 9/1/2019		43.98	87.96
07/15/2019	Bill	BILL 5/1/2019 - 7/1/2019		43.98	43.98
07/02/2019	Payment	Visa	-86.96		0
05/15/2019	Bill	BILL 3/1/2019 - 5/1/2019		43.98	86.96
03/15/2019	Bill	BILL 1/1/2019 - 3/1/2019		42.98	42.98
02/04/2019	Payment	Visa	-57.6		0
11/16/2018	Bill Adjustment	MASS BILL ADJUSTMENT 11/1/2018 - 11/7/2018		10.98	57.6
11/16/2018	Bill Reversal	BILL 11/1/2018 - 11/7/2018	-10.98		46.62
11/16/2018	Bill Void	BILL 11/1/2018 - 11/7/2018		10.98	57.6
11/15/2018	Bill	BILL 10/1/2018 - 11/1/2018		46.62	46.62

Norris Godsey
September 28, 2020
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On December 19, 2018, at a regular meeting of the Board of Directors of the Paradise Irrigation District, the board approved the following changes: All active accounts to be placed on the Ready to Serve status waiving the service charge from November 8, through December 31, 2018, and changing the billing cycle from monthly to bi-monthly.

The post fire Ready to Serve service charge was effective January 1, 2019 and was billed bi-monthly to the billing address on record and included the PID form to permanently end water service with each utility billing.

Due diligence was made by the District to contact customers about account balances before transmitting delinquent water charges to the County of Butte to place on the secured tax roll. In addition to the utility billing, a separate notification was sent prior to the tax assessment process in July 2020 to inform the customer of the past due amount.

Included for your reference, is a copy of chapter 7 of the PID Policy and Procedures Manual outlining the Water Rates, Operating Fees and Billing Procedure. The full Policy and Procedures manual may also be viewed on the district's website at PIDwater.com.

As of the close of escrow on September 21, 2020 on the property at 5711 Pearl Dr Paradise CA, 95969 the service is no longer in your name and your account has been inactivated at the transfer of ownership.

Our records indicate that you are an account holder on another property located at 906 Deer Creek Lane, Paradise, CA 95969. As of September 25, 2020, District records show this account is still active. It has a current balance of \$43.98 for the 07/01/2020 to 09/01/2020 ready to serve charge. This account also had a lien placed on it for past due service fees on the 2020 secured property tax roll for an amount of \$307.86. If you wish to permanently disconnect services to avoid further service fees, please fill out the enclosed form and return to the office.

If you have further questions, please contact the District at 530-877-4971.

Sincerely,



Erin West
Office Manager
Paradise Irrigation District

cc: PID Board of Directors
Georgeanna Borrayo, District Secretary

TO PARADISE IRRIGATION DISTRICT DIRECTORS
FROM FORMER RESIDENT NORRIS C. GODSEY

MY FORMER RENTAL HOUSE LOCATED AT 5711 PEARL DRIVE WAS
BURNED IN WILDFIRE ON 11/08/2019. THE WATER BILL WAS
PAID EVERY MONTH BY MY PROPERTY MANGER. AFTER THE
FIRE NO ONE LIVED IN PILE OF ASHES. SO NEVER ANOTHER ANY
DROP OF WATER WAS USED. I HAD TO VACATE PARADISE TO FIND
PLACE TO EAT AND SLEEP. WITH FEMA HOUSING FOR ALMOST
2 YEARS. I WAS NEVER NOTIFIED THAT IRRIGATION DISTRICT
REQUIRED ANY KIND OF NOTICE THAT HOUSE WAS BURNED. IT
WAS PLAIN TO SEE THAT NO ONE LIVED IN ASHES. SO NO WATER
WAS USED BY ANYONE. I WAS MOVED 8 TIMES DURING NEXT
20 MONTHS. I FINALLY GOT MOVED BACK TO PARADISE IN MARCH
2020. TO RENT APT. TO SLEEP AND EAT. I JUST SOLD LAND WITH
PILE OF ASHES AND WAS INFORMED BY MID VALLEY TITLE OF YOUR
CHARGE OF \$366.²⁶ FOR WATER. THIS IS NOT RIGHT OR PROPER.
SO I AM PROTESTING YOUR CHARGING THIS ON MY BACK.

Norris C. Godsey

TO PARADISE IRRIGATION DISTRICT DIRECTORS.

FROM: NORRIS C. GODSEY

PARADISE, CA. 95969-4757



PARADISE IRRIGATION DISTRICT

6332 Clark Road, Paradise CA 95969 | Phone (530)877-4971 | Fax (530)876-0483

All accounts have been placed in a sealed status. What this means is the billing will remain in effect at a reduced rate. Starting January of 2019, the sealed rate will be \$21.49 per month. The current rate is \$19.59 per month. The sealed status ensures water will be available to you as soon as possible. Staying on the sealed rate means PID will fix any fire damage between the mainline and your meter location and restore water to the meter. Customers should check with their insurance companies, as this recurring monthly fee is reimbursable under "additional living expenses".

ONLY RETURN IF YOU WISH TO PERMANENTLY END WATER SERVICE.

Order for Discontinued Service (FILL OUT ONE FORM FOR EACH ACCOUNT)

As the legal owner of the property listed below, I direct Paradise Irrigation District (District) to discontinue my water service. I understand that:

1. District will remove the meter that currently serves my property.
2. When reactivating service to a parcel with a Service Line that is still pressurized, under current policy District will charge me the then-current cost of Labor, Equipment, Materials, and Overhead (LEMO) for meter installation. District will collect from me a deposit of estimated installation charges before a reinstallation will be scheduled.
3. I may also be responsible to pay for LEMO to install a new service line from the District main to the meter (Service Line).
 - a. For example, if a leak occurs on the Service Line to a property with Discontinued Service, District will not repair or replace the service line. District will turn it off at the main.
 - b. Another example would be if District replaces a mainline that serves a property with Discontinued Service. In this case District will not replace the Service Line.
4. The opportunity to reactivate service applies only to the same size (or smaller) meter, located on the same parcel.
5. District will send a final billing during the regular billing cycle for a Discontinued Service.
6. District is not responsible for any loss or damages associated with the property due to discontinuance of service.
7. District reserves the right to review its policy and adopt changes as necessary.
8. These conditions are applicable to future owners of the property. I understand that it is my responsibility to disclose this to potential buyers.

I have read and understand the above information and request to have my meter service discontinued.

Property Owner: _____ APN: _____ Date: _____

Property Address: _____

Property Owner's Signature

Date

REQUIRED: ATTACH A PHOTOCOPY OF CURRENT VALID GOVERNMENT-ISSUED ID

CHAPTER 7

WATER RATES, OPERATING FEES AND BILLING PROCEDURES

7.1 WATER RATES

A current schedule of prevailing water rates, service charges, and operating fees shall be determined and approved by the Board and shall be available upon request at the District office. A current schedule of these rates, charges, and fees shall be included in Appendix A.1 of this manual.

7.2 PUBLIC NOTIFICATION OF WATER RATE CHANGES

Revisions to water rates, service charges, and operating fees shall normally be established as required through the public hearing process. To the extent possible, water rate changes will become effective with the next billing date which will be at least thirty (30) days following the date on which the Board approved the rate change. The District will endeavor to make public notification of the rate changes through the news media and on customer water bills, space permitting. Emergency rate changes may become effective at the discretion of the Board.

7.3 SERVICE CALL CHARGE

A charge may occur for each service call where it is done for the convenience of the user or made necessary through non-payment of charges or to enforce the rules of the District. A current schedule of these rates, charges, and fees shall be included in Appendix A.1 of this manual.

7.4 DUPLICATE BILLING CHARGE

At landowner's request, the District will send a duplicate billing to a second address (this does not change the landowner's responsibility for meter charges). A charge for this service will be added to the bill. A current schedule of these rates, charges, and fees shall be included in Appendix A.1 of this manual.

7.5 SPECIAL METER READING CHARGE

A charge shall be made for any special reading requested by the owner. A current schedule of these rates, charges, and fees shall be included in Appendix A.1 of this manual.

7.6 EXAMINATION OF METERS CHARGE

Upon executing an application and depositing an inspection fee, any customer may request that his meter be examined and tested to determine its accuracy. The inspection fee shall be fixed from time to time by the Board and be available upon request at the District office.

If such examination and test shows the meter to register over five percent (5%) more water than actually passed through it, the inspection fee will be returned to the customer and the bill for the preceding billing period and current billing period will be adjusted. If a water meter is not registering in excess of five percent (5%), the inspection fee will be retained by the District.

At the customer's request, arrangements will be made for the customer to be present while the test is being made.

7.7 READY TO SERVE CHARGE

7.7.1 Authorization –

Proper authorization shall be required to seal or unseal a water meter. A service call charge shall apply to seal a water meter. There will be no charge to unseal a water meter. During the period a meter is sealed, one-half the monthly water service charge shall apply. That same charge will also apply to sealed meters converted from the discontinued category of "temporarily removed meter".

7.7.2 Tampered Meters or Delinquent Bill –

If meters are tampered with in any way or if a customer refuses to pay a delinquent water bill, the Manager may at his discretion have the meter removed and the fee for removing the meter shall be as fixed from time to time by the Board and be available upon request at the District office.

7.7.3 Discontinued Service –

If a property owner chooses to discontinue service and not pay the sealed meter rate (Discontinued Service) due to the effects of the Camp Fire, property owner will not be required to pay a meter removal charge. If service is later reactivated, the property owner may then be responsible for the cost of LEMO (Labor, Equipment, Materials, and Overhead) for the installation of a new service line from the District Main to the property line (Service Line) in an amount not to exceed \$500. Situations in which a service line may need to be replaced include, but are not limited to:

- A. If leak occurs on the Service Line to a property with Discontinued Service, the line will not be replaced, but turned off at the District Main.
- B. If the District is replacing a mainline that serves a property with Discontinue Service, the Service Line will not be replaced.

7.7.4 Reactivating Service –

A property owner reactivating service on a parcel with a Service Line that is still pressurized will be charged the same rate as a ¾" Meter Installation on a Developer Financed Service Line or LEMO, whichever is applicable.

7.8 BILLING PROCEDURES

7.8.1 Billing Period –

Customer accounts are billed every other month. The District will endeavor to read meters on the same working date every month. Variations to this practice will be in accordance with industry-accepted practices. Customers may make advance payments to maintain water service during their absence. The billing will reflect the current credit balance until expended. Monies placed on deposit will not bear interest.

7.8.2 Service –

The District reserves the right to refuse or discontinue service to any customer who is delinquent in payment of water charges, in accordance with District policy, unless and until such payments have been paid in full. This rule shall be effective notwithstanding the fact that the customer may not be the same person who owned the property when the delinquent charges were incurred.

Where service is at risk of being discontinued, payment may be accepted from a tenant. When this occurs, the District will have no reimbursement responsibilities to any party.

7.8.3 Delinquent Accounts –

All charges shall become delinquent if not paid within twenty five (25) days after the billing date, and if not paid prior to the next billing, there shall be added thereto and become a part of such charges, and be collected by the District, a penalty of two percent (2 %) per month on delinquent balances. Application of such penalty shall continue until the account is current, or to the time when the unpaid and delinquent charges are added to the annual assessment of the District as provided in the Water Code.

If delinquent charges are not paid fifty (50) days from original billing date, a fifteen (15) day notice shall be mailed to the customer and a Fifteen Day Notice fee shall be applied to the account. The Fifteen Day Notice fee shall be established in the Fees and Charges approved by the Board of Directors.

If delinquent charges, including the Fifteen Day Notice fee, are not paid thirteen (13) days from the issuance of the Fifteen Day Notice, a Forty Eight Hour Notice shall be delivered to the service location and a Forty Eight Hour Notice fee shall be applied to the account. The Forty Eight Hour Notice fee shall be established in the Fees and Charges approved by the Board of Directors.

If all delinquent charges are not paid within the forty eight hours of the Forty Eight Hour Notice, service will be terminated and a Meter Seal Fee shall be applied. The Meter Seal Fee shall be established in the Fees and Charges approved by the Board of Directors.

All delinquent amounts and previously billed charges shall be paid before service will be reinstated.

Property owners shall be responsible for and receive all water statements regardless of whether or not the property or premises is being rented or leased by others. Only property owners shall be allowed to make application for water service. A property owner may request duplicate bills be sent to the tenant for a fee. The property owner will remain responsible for unpaid charges. The Duplicate Billing Fee shall be established in the Fees and Charges approved by the Board of Directors.

The District reserves the right to refuse or discontinue service to any customer who is delinquent in payment of water charges unless and until such payments have been paid in full. This rule shall be effective notwithstanding the fact that the applicant may not be the same person who owned the land when the delinquent charges were incurred.

All delinquent water bills and charges for service remaining unpaid at the time of setting the annual tax rate may be added to and become part of the annual assessment levied by the District as provided for in the Water Code of the State of California.

The District Billing Clerk with approval of the District Manager may file a lien against the property for delinquent water bills and charges for service. The District Billing Clerk, with the approval of the District Manager, may require a deposit, up to the equivalent of the charge for 150 days maximum use, in the event of a bankruptcy after the date of order for relief. The deposit may be applied to 20 percent of each bill until the deposit is reduced to the equivalent of 30 days (1 billing period) maximum use. This reduced deposit shall remain for one year at which time it may be credited to succeeding bills until depleted.

7.9 LEAK POLICY, ADJUSTMENTS, AND APPEALS

The customer is responsible for all water going through the meter. Leaks caused by frozen or broken pipes, damage, or other leaks on the customer's side of the meter shall be the responsibility of the customer. The District may, upon request of the customer, provide for a payment plan of up to one year, with no penalties, to assist customers in paying amounts billed that are attributed to a leak.

An identified leak will not result in a customer moving to a higher service charge classification so long as the leak is repaired in a timely manner. Upon request of the customer, the District will determine if a leak will result in a change in classification, based upon the circumstances, magnitude, and duration of the leak.

Online customer usage data and leak notification is available to customers. The customers are expected to respond to leak detection notifications from the District and repair leaks promptly.

The District may, upon written request of a customer supported by repair bills or other appropriate documentation, adjust such customer's bill in the case of loss of water due to circumstances beyond the reasonable control of such customer, such as a mechanical malfunction, blind leak, theft of water, vandalism, unexplained water loss or other unusual or emergency conditions. Adjustments shall not be made for faucet or toilet leaks.

The District will use its automated billing system to determine the amount of water usage attributable to the leak. Customers that fix leaks within seven days of the District's leak notification, may, upon the customer's request, and if the District determines that an adjustment is appropriate and reasonable under the circumstances, receive a credit for leak usage of up to seven days from the District's notification.

The District Manager, or his or her designee, may, in his or her sole discretion, grant an adjustment for usage attributed to the leak that occurred after the above-described seven-day period. In making such a determination, the District Manager, or his or her designee, may take into account the cause of water loss, any negligence or fault of the customer in connection therewith, and the difficulty of repair.

Any customer seeking relief under this policy must make a written request to the District as soon as possible and in no event later than ninety days after the closing date of the billing cycle in which the leakage occurred.

The District's determinations under this policy will be made by District staff in writing and mailed to the owner at the billing address on the District's records. Any person aggrieved by a staff determination may file a written appeal to the Board of Directors, no later than sixty days after the date of staff's determination. The Board will consider the appeal and make its decision at a noticed public meeting.