



Paradise Irrigation District

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

<Date>

Customer

Re: Notification of completed water meter installation at <Service Address>

Dear Customer,

Paradise Irrigation District is pleased to inform you the water meter installation at <Service Address> / <Account Number> has been completed.

How your bi-monthly water bill will change with your meter's installation:

When: You will now be billed for all use of water beginning 30 days from this notice. Your first water bill for water use (quantity) will arrive in 90 days and will be for the two prior months; Example: (from March 1, 2023 through April 30, 2023).

Why were there no meters recently? PID's entire metering system was destroyed during the 2018 Camp Fire. As a result, you have been receiving a reduced water bill without any water use charges applied. Your water service at the address above has been fully restored and PID is once again metering your water use and including that charge in your future bills.

How much will my water cost? Water is billed at the same pre-fire rate of \$1.61 per hundred cubic feet (**Your bill will show USAGE = 1 cubic feet = 7.48 gallons x \$0.0161 each**). With the resumption of metering and the charge for water quantity used, the typical Paradise residence could expect an average bi-monthly bill increase of \$41.86 every two months (based on pre-fire average usage of 1300 cubic feet per month).

Your estimated future bill:

Based on your recent usage, we estimate your monthly household use at ____ cubic feet of water (an average of ____ gallons of usage per day). If your water habits remain the same, you might expect to see an estimated increase of \$0.00 on your first 2023 bi-monthly bill with water consumption. Past usage is not an indicator of future water use. Your household water use may change depending on weather and other conditions. Register for DropCountr (see next page) to see HOW and WHEN you're using water.

Why does PID charge for water use?

Our water. Our future.

- **It's the law.** California water conservation measures require water providers to meter water use on all connections. Visit <https://pidwater.com/regs> for current restrictions.
- **Metering makes good sense!** Paradise has metered our customers' water use since 1934 when PID's original redwood water pipes began failing, causing residents to ask, "*Where is all of our water going?*" The installation of water meters helped answer that question, telling the district how much water its residents were using and how much water was lost to leaks. Metering is a tool we still need today. Since the Camp Fire, per capita water use has increased significantly. Water meters will help us understand *where all that water is going* so that we can fix system leaks and prioritize future pipeline replacements accordingly. Our automated meters will also help our customers understand how their household is using water-- giving them the information needed to meet their own water use goals.
- **It's needed revenue.** The district relies on water sales for part of its annual operating budget.

Free tools to help you manage your water use: Download the Dropcountr app to see HOW and WHEN you're using water. The app is free and allows you to take control of your water usage charges by monitoring your daily water use so you can make any needed adjustments.

DropCountr app features:

- Email & text notifications
- Set a water budget
- Compare your use to similar households
- Get notified of leaks; saving you money and water!
- Receive other water-related notices

Download the Dropcountr app today for water alerts now and to monitor water use (once your meter is in)

Available for Android and Apple iOS devices.
Aim your phone camera here for the link to download!



Friendly customer service representatives:

- Call (530) 877-4971 or visit us at 6332 Clark Road, Paradise CA 95969. Our customer service representatives can answer all your water use questions and even help you sign up for DropCountr app and set up notifications.
- Look up pre-2018 bills to help you budget your water bills based on pre-fire usage.

Online tools:

- Look up pre-fire usage for your property at mypidbill.com
- Visit watercalculator.org to estimate water use based on how your household uses water.

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