



Our water.
Our future.

Paradise Irrigation District

PID System Recovery FAQs

Recovery Process

How long will it take to fix the system?

It is difficult to determine an exact recovery time. Some areas will be straight forward with testing and clearing while others will be quite challenging to isolate and repair. We are currently developing strategies to help expedite local and system wide recovery processes.

When will we have potable water?

Because the PID water system is, by in large, gravity fed, the recovery work must start at the top of the system and work downward to the lower extremities of the system. The level of work required to recover the system in each area of work will determine the time potable water service will be achieved in each pressure zone. Methods of providing potable water are being discussed and planned now. Our goal is to give our customers potable water as quickly as we are able in a manner that both benefits the customer and complements recovery work.

Is PID going to replace the lines on streets that have no homes but there lots are cleared for rebuilding?

To recover the system in a timely manner, contaminated streets with no standing structures may be shut off until the we can schedule construction crews to perform the mainline replacement projects.

What if a structure or other fire occurs, will the fire department have fire hydrants to fight the fire with?

Yes

Do you have to replace water mains?

It is possible that we may have to replace sections of water mains. Our first attempt at recovering a water main, if found to be contaminated, will be by rigorous flushing of the pipe segment.

Can I have water for landscaping?

We understand our communities need for landscape, irrigation and construction water use. Our engineers are working to find a way to minimize interruption to service while we recover the system.

Can I use a water filtration system with a water tank?

Please consult your water filtration provider.

Will PID replace water mains on private streets?

PID will test and repair / replace all infrastructure owned and maintained by PID. We routinely maintain water lines even on private streets.

Can I get a new meter?

New meters will be installed at the final phase of system recovery. Most of the district's meters were damaged from the Camp Fire. PID will need to install new meters district wide as a separate project. PID can deliver water to you now in absence of a water meter.



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Can I get a new service connection?

A new service connection (from mainline to meter) will be installed as needed. If a service line is damaged, physically or by contamination, it will be replaced. Other conditions that may allow for a new service connection are that the existing service line is under-sized, or the material type may not comply with new standards.

Tanks

Who will get a water tank?

PID anticipates that during the recovery process there will be instances when we are unable to deliver water to a resident. PID will first attempt to provide a temporary water line to the customer, however, when this is not an option PID may elect to provide a temporary water tank. Advanced notice will be given to each recipient as to the scheduled date of tank delivery and installation.

Where will the water for the tank come from?

The water will be from PID, taken from the top of the system where it has been tested and verified to be clean and potable water.

How much water will I be able to use?

Water use will vary. How you use the water is up to the individual user, but it is intended for indoor use only. Water delivery schedules are yet to be determined.

Will I be able to drink this water?

The water PID delivers will be potable. However, we strongly advise customers to test their home plumbing for VOC contamination prior to using the water for drinking or cooking.

Who can have a water tank?

PID is working with FEMA and state agencies to provide water firstly to residents residing in Paradise in need of clean drinking water. We are also looking for resources to support those moving back to Paradise or rebuilding during the recovery process. We ask for your patience and support as we get answers to these questions.

New Construction

What about new construction, where will we get water to build with?

We are currently working on options for providing construction water. At this time, we have 19 locations throughout town where water vessels can be filled with construction water free of charge. Please visit pidwater.com/recovery to view a map of construction water locations.

How do I design my fire sprinkler system?

Please consult a fire sprinkler designer to design and install your new home's fire sprinkler system. You do not need to contact PID to request a water flow/pressure test; By submitting a fire flow/hydrant location request to the Town of Paradise building department, town staff will request pressure / flow information from PID as part of the permitting process.



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Can I get water service on new construction?

We are developing plans to provide water for new construction projects. However, a permanent water service connection cannot be established until the water pressure zone in which the property is located has been deemed recovered.

Home Plumbing

Is my plumbing contaminated?

The only way to know if your plumbing is contaminated is to have it properly surveyed and analyzed. PID is looking into how our customers may get assistance with this issue.

Can the water be tested at my house?

Customers can test water at their homes. Local area labs are available to assist you with this process.

Why is PID only testing burned down homes?

PID will sample all service lines, not just lines at/on destroyed parcels. This is one reason we ask for your cooperation in the process to recover the PID water system.

Can you relocate my meter?

It is possible to relocate a meter. However, this determination will have to be made on a case-by-case basis. Property owners may responsible for the cost to relocate a meter.

Will you replace the water line from the meter to my house?

It is likely that the water line from the meter to the house will be included in the rebuilding process. Some determining factors for this will be addressed by the requirement of a fire sprinkler system and current building code requirements. The water line, from meter to house, is considered part of the house plumbing.

What water filtration system does PID recommend?

PID cannot recommend the use of any water filtration system.

What is a backflow device?

A backflow device is a valve assembly designed to prevent the reverse flow of water caused by back pressure or back siphoning.

Why do I have to install a backflow device?

Backflow valves that are installed in a public drinking water system are intended to protect the public water system from potential or known backflow of pollution or contaminants that originate on the user side of the meter.

Can I get a letter from PID stating my plumbing is damaged so I can give it to my insurance company?

PID is not able to determine the potential damage to private plumbing systems. Therefore, we would not be able to provide a letter stating the plumbing is damaged. Private companies may be able to provide this service.



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Contamination

Which parts of Paradise have good water?

At this time, a do-not-drink order applies to the entire area served by the Paradise Irrigation District.

What caused the benzene in the water?

PID and others suspect the most likely cause of chemical contamination in parts of the water system was caused by burning or high heated plastics.

Did the plastic liner at B res cause the contamination?

It does not appear that this is the case.

Why is PID only testing burned down homes?

PID will sample all service lines as part of the recovery process.

What method is being used to pin down the contamination and where have you tested that shows there is a problem?

PID has tested specified locations throughout the district and that currently comprises approximately 2% of total service lines. Our investigations reveal a 36% contamination rate at service lines tested so far. Because the contamination cannot be predicted, every service line will be tested as part of the recovery process.