

**From:** [Mickey Rich](#)  
**To:** [gborrayo](#)  
**Subject:** Emailing: WebPublicInfoRequest.zip  
**Date:** Tuesday, April 23, 2019 9:15:04 AM  
**Attachments:** [WebPublicInfoRequest.zip](#)

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Your message is ready to be sent with the following file or link attachments:

WebPublicInfoRequest.zip

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# All Testing Results (Link to data file)

🕒 Created: Thursday, 24 January 2019 14:41

Print

Below is the excel spreadsheet showing data collected by PID's water sampling staff. This file only includes water samples collected by PID. The first three samples collected by the State's Division of Drinking water can be found in our first test result article, found [HERE](#).

 [VOC Testing Results \(43 KB\)](#)

## Was this article helpful?

We are always looking for ways we can improve our services. If you need additional help please [contact customer service](#).

If you'd like to give us some feedback on this article or the website [click here](#).

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Yes, this article was helpful.

# BOIL WATER NOTICE – November 9, 2018

As a result of the Camp Fire, the Paradise Irrigation District, in conjunction with the State Water Resources Control Board's Division of Drinking Water, is advising all its customers and/or emergency responders that the water from the District may not be safe to drink. We advise people to boil the tap water, or use bottled water, for drinking and cooking purposes. This is a safety precaution to avoid stomach or intestinal illness as much of our water delivery system has been dewatered, which can allow contaminants to enter the water system. The affected area includes all customers served by the Paradise Irrigation District.

We will inform you when tests show that water is safe to drink, and you no longer need to boil your water. We are working to resolve the problem as soon as possible.

- Do not drink the water without boiling it first
- Boil all water for one (1) minute (rolling boil).
- Let water cool before drinking.
- Use boiled or bottled water for drinking, brushing teeth, and food preparation until further notice.
- Boiling water kills bacteria and other organisms in the water.

## If you are unable to boil your water:

### Household unscented liquid bleach

- For clear water, use 8 drops (1/8 tsp.) of bleach for 1 gallon of water. For cloudy water, filter through a clean cloth and use 16 drops (1/4 tsp.) of bleach for 1 gallon of water.
- Mix well. Allow to stand for 30 minutes before using.
- Water may taste or smell like chlorine. This means disinfection has occurred.

### Water disinfection tablets

- Please follow the manufacturer's instructions.

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# Paradise Irrigation District (PID) advises bottled water only for drinking, cooking and brushing teeth

**Butte County, CA** - Wildland Fires have the potential to cause certain contaminants to be present within communities that have been impacted. Paradise Irrigation District's top priority is the health and safety of our customers and therefore the quality of the water that we deliver to them. In an abundance of caution, the District, along with the CA Division of Drinking Water, has taken water samples that will be tested by a state certified laboratory for possible contaminants that may have been introduced into the water system as a result of the Camp Fire. These water quality tests can take up to two weeks to receive the results.

PID is asking customers to promptly report any noticeable odors or smells in the water supply to the office phone, listed below.

The health and safety of our customers is of utmost concern for the District and until we receive these lab results, we highly recommend the following:

DO NOT drink your tap water. ONLY use bottled water. Bottled water should be used for:

- all drinking (including baby formula and juice),
- brushing teeth,
- making ice,
- and food preparation.

DO NOT try and treat the water yourself. Because of the nature of the potential water contamination, boiling or disinfecting your water will not make it safe to drink.

ADDITIONALLY UNTIL FURTHER NOTICE:

- Do not allow pets or livestock to consume tap water.
- 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 and follow Butte County recommendations for protective clothing when on property (<https://buttecountyrecovers.org/re-entry>).

Paradise Irrigation District will continue testing throughout its system on a regular basis as we move forward with repairs and our community rebuilds. The District will share the test results with customers as soon as they are

received and will adjust this advisory once we receive conclusive evidence of water quality in the Paradise Irrigation District service area.

Important updates on water quality testing, water advisories for PID customers, processes regarding your meter and service, as well as important steps to take once we turn the system back on, can all be found here and:

[Facebook @PIDWater](#)

[Twitter @PIDWater](#)

[NextDoor.com](#)

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Yes, this article was helpful.

# Paradise Irrigation District (PID) continues to advise bottled water only for drinking, cooking and brushing teeth

**Updated January 8, 2019** - Paradise Irrigation District (PID) and the State Water Resources Control Board, Division of Drinking Water recently tested Paradise drinking water for benzene and 29 other Federal and State-regulated organic chemicals. The initial water quality test results have confirmed the presence of benzene in some areas of the Paradise Irrigation District service area. It is believed that the contamination occurred when burning plastics, smoke, soot, and ash were drawn into the water system during the devastating Camp Fire. None of the other chemicals tested for were found in the samples.

The preliminary test results from various areas of the system fluctuate from non-detectable levels of Benzene to levels above the allowable regulatory limit for drinking water (Maximum Contaminant Level, MCL). A health risk can exist with the presence of benzene. Some people who drink water containing benzene in excess of the regulatory limit over many years could experience anemia or a decrease in blood platelets and may have an increased risk of getting cancer (Source: US EPA).

Paradise Irrigation District is confident in our ability to restore the integrity of our water system and to once again provide high-quality drinking water to all its residents. Unfortunately, this process will take time. Significantly more testing and investigations will be required to determine the overall health and safety of the water system. Results of those investigations will define what the necessary steps are to restore the system. PID is working closely with the Division of Drinking Water to conduct this investigation and to develop a Water Quality Testing and Restoration Plan. The District has also reached out to other water utilities who have recently experienced similar issues from major wildland fires to learn from their recent experiences.

Restoring water service is essential to all of us, but we also must ensure it is safe for our families. The District is committed to sharing the results of the investigation, our plan for response, the progress we make as we go, and our successes in restoring water quality with our customers in a transparent and informative manner. Please find updates regarding this process on our website ([www.PIDWater.com/recovery](http://www.PIDWater.com/recovery).)

Until a thorough investigation is complete, we urge the public to promptly report any noticeable odors or smells in the water supply to (530) 342-3401. And to continue to use bottled water only for drinking, cooking and brushing teeth. The health and safety of our customers are of utmost concern for the District, we highly recommend the following:

DO NOT drink your tap water. ONLY use bottled water. Bottled water should be used for:

- all drinking (including baby formula and juice),
- brushing teeth,
- making ice,
- and food preparation.
- DO NOT try and treat the water yourself. Because of the nature of the potential water contamination, boiling or disinfecting your water will not make it safe to drink.

ADDITIONALLY, UNTIL FURTHER NOTICE:

- Do not allow pets or livestock to consume tap water.
- 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 and follow Butte County recommendations for protective clothing when on property (<https://buttecountyrecovers.org/re-entry>).

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[Twitter @PIDWater](#)

[NextDoor.com](#)

## Was this article helpful?

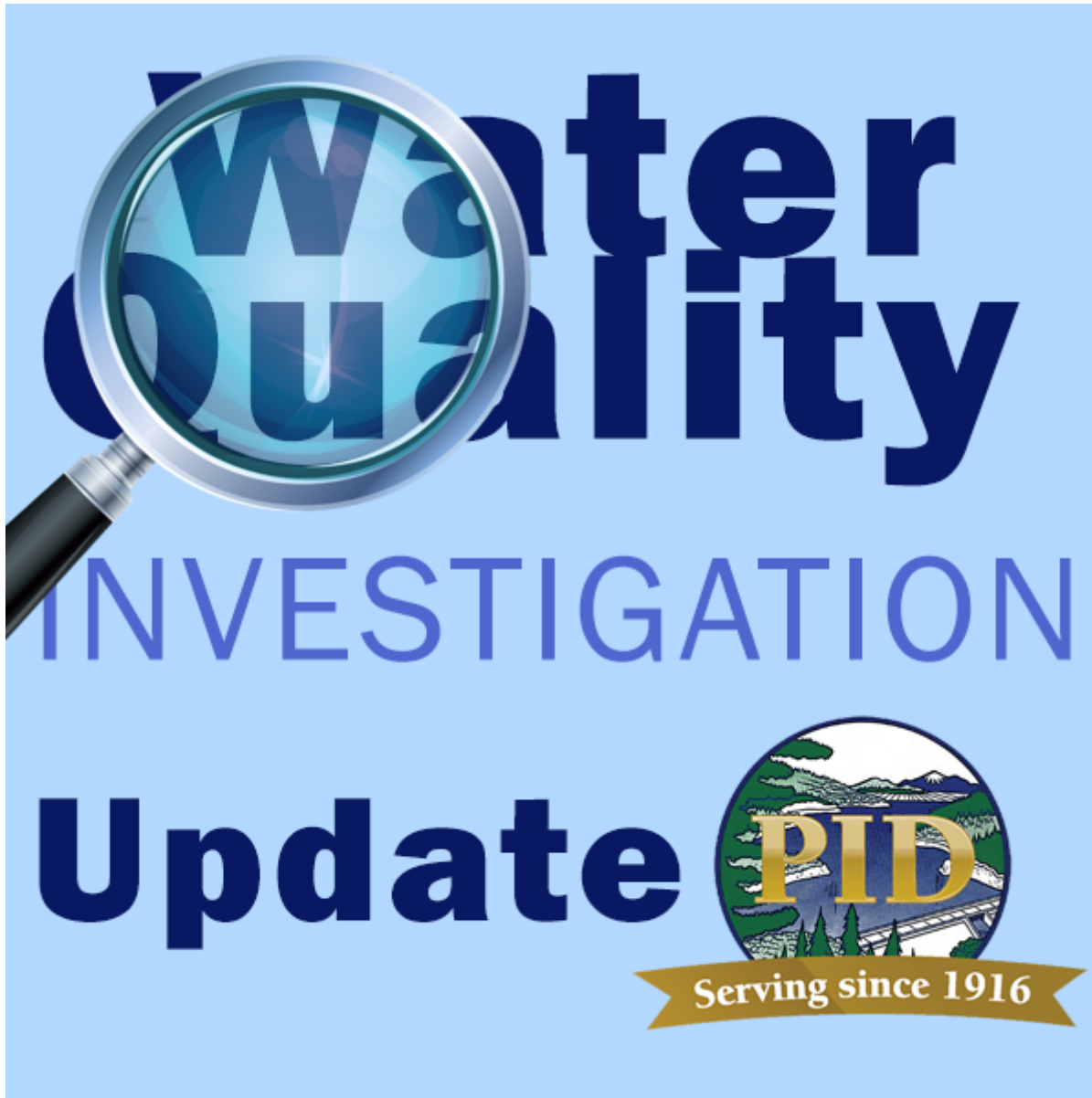
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Yes, this article was helpful.

# Water Quality Investigation Update



(This release is for Paradise only and does not include information for Magalia residents)

## PID takes 54 water samples on the Skyway business corridor

Paradise Irrigation District staff took 54 more water samples yesterday; all on Skyway, as the water quality investigation in Paradise continues. The sample were taken along almost 12 miles of pipeline stretching from the bottom of Paradise at the Crossroads to where Skyway meets Clark Road at the 9100 block.

The Skyway water samples will be tested by a state-approved laboratory for benzene, a state-regulated organic chemical. These results will provide the District with information it needs to develop its strategy for identifying and



removing potential contaminants introduced as a result of the devastating Camp Fire.

## The Skyway test results will tell us how to proceed to ensure safe water for businesses & restaurants

### Plan A (If all samples show a non-detect for benzene).

If all the Skyway samples show no sign of benzene the District will continue testing to ensure water stays safe to drink. District staff will widen the sampling area to test for contaminants and will be working with the State Division of Drinking water to drop the do-not-drink order for sections of Skyway as restrictions are lifted for each pressure zone.

### Plan B (If any samples come back showing benzene above the state maximum contaminant level (MCL))

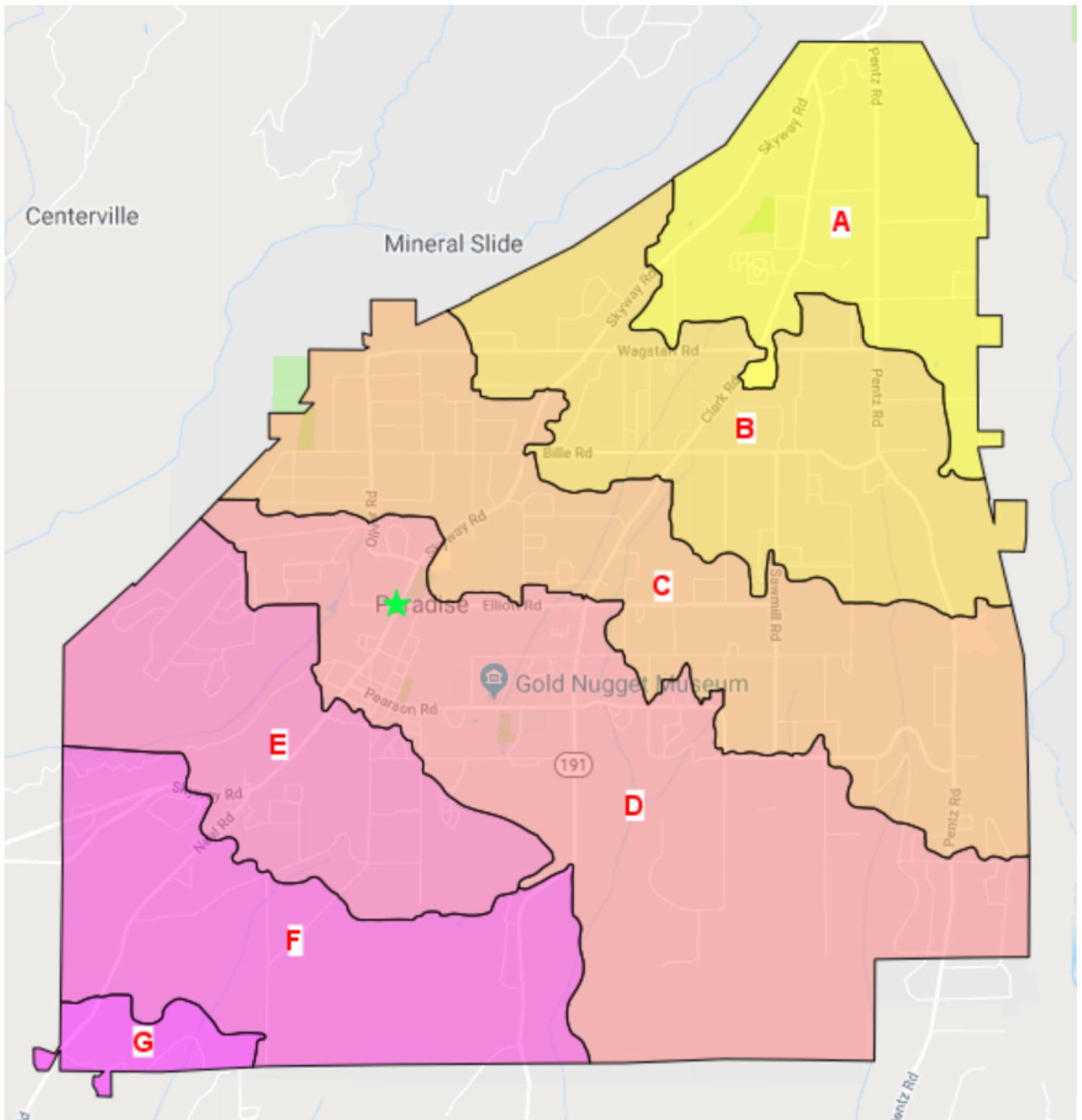
If any of the Skyway samples come back showing any sign of benzene on Skyway, PID will take even more samples closer together to find the contamination. Once crews find the affected area, they'll begin the work of eliminating any contamination and repeat the testing / eliminating process until all contamination is removed.

## Next Steps

### A-Zone Pilot Testing Area

District crews are preparing now to perform similar testing in the District's top pressure zone – A-Zone (see zone map below). Crews are working now to prepare and isolate possibly hundreds of test sites north of Wagstaff. It may take two weeks to prepare the entire zone for testing. Once isolated, the water will need to sit in each sample site for 72 hours to give any benzene an opportunity to leech into the water. Testing will be performed after this rest period and the District anticipates having a complete set of sample results for A-Zone by March 1, 2019.

We will have more answers on what to do for the rest of the zones after we get the results from A-Zone samples. This “pilot” testing area has many different types of pipe material installed over a span of several decades. District staff feels strongly that answers to many of our questions on how to proceed with ensuring safe water for all of Paradise will be found as a result of the A-Zone investigation. The District has a tentative plan to work through each pressure zone, starting with A-Zone and moving southwest through Paradise to find, clean and remove any potential contamination.



Zone Map

We ask for your patience as we gather investigation results over the next month. The District is committed to sharing the results of the investigation, our plan for response, the progress we make as we go, and our successes in restoring water quality with our customers in a transparent and informative manner.

Until a thorough investigation is complete, we urge the public to promptly report any noticeable odors or smells in the water supply to (530) 342-3101. And to continue to use bottled water only for drinking, cooking and brushing teeth. The health and safety of our customers is of utmost concern for the District, we highly recommend the following:

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- Do not take baths.
- Do not use hot tubs or swimming pools.

Limit use of water for clean-up of properties and follow Butte County recommendations for protective clothing when on property (<https://buttecountyrecovers.org/re-entry>).

Important updates on water quality testing, water advisories for PID customers, processes regarding your meter and service, as well as important steps to take once we turn the system back on, can all be found at:

- [www.PIDWater.com/recovery](http://www.PIDWater.com/recovery)
- Facebook @PIDWater
- Office Phone: 530-342-3101

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Yes, this article was helpful.

Paradise Irrigation District (PID) would like to answer as many of our resident's questions as possible regarding the benzene contamination. We will continue to provide more information as we learn more throughout the process. Below is information on why we believe the contamination occurred, what testing has been conducted and what those initial results are. It is important for our residents to understand, that these tests are only the beginning of the test and remediation process. It is PID's goal to work with our community to identify all portions of the system that is contaminated and to remove all contamination from the system.

## *Why is there a contamination?*

This is a rather new concern that has only been identified following a few large wildland fires in the last year. Evidence from recent wildfires suggests that benzene contamination occurs when properties with plastic pipes burn and there are water system pressure losses or periods of low pressure. When the plastic pipe melts there are little plastic particles from the pipe that can be drawn into the property owner's water connection and sometimes past the meter and into the public water system.

## *Water Quality Testing to Date*

Due to the recent concerns from other fires, PID and the State Division of Drinking decided to pull some initial water quality samples to see if similar contaminants were present in the Paradise water system. Our initial strategy was to pull samples from 17 different areas of the system, including three different types of plumbing systems. The following is a breakdown of those samples, where they were taken from, and the results for benzene.

Explanation of Acronyms Used:

- MCL - The California Maximum Contaminant Level for benzene = 1 ug/L
- ug/L – Microgram per liter (approximately 1 part per billion ppb)
- ND – Not Detected

### **Transmission System (5 tests)**

This is the large delivery system where water travels from Paradise Lake, through the treatment plant, and into town. It is made up of large-diameter pipes and large storage tanks. Regardless of where you live in town, water will probably travel through most of this system before it gets to you. We believe the water is safe and healthful from the Lake as it enters the system. PID will continue to test the transmission system to ensure it remains non-detect for benzene.

- Pump Station 2 = ND
- A Tank = ND
- C Tank = ND
- D Tank = ND
- E Tank = ND

### **Distribution Systems (4 tests)**

This is the subset of smaller piping throughout town that delivers water into your neighborhood. You and your neighbors

may or may not get your water from the same distribution system. There are many factors that determine which pipes deliver water to your home. To date, only a small portion of our distribution system has water. Until the entire distribution system is operational, customers are cautioned to follow the instructions on our previous water advisories as conditions may change. PID plans to test many more samples of water as the system is turned on.

- 3 tests = ND
- 1 test; Lower Pentz Road = 1.1 ug/L.

**Private Plumbing Systems (3 paired tests)**

These systems are where the water is finally delivered to the customer’s home. Each property has a private plumbing system that starts from the PID meter and goes throughout the property.

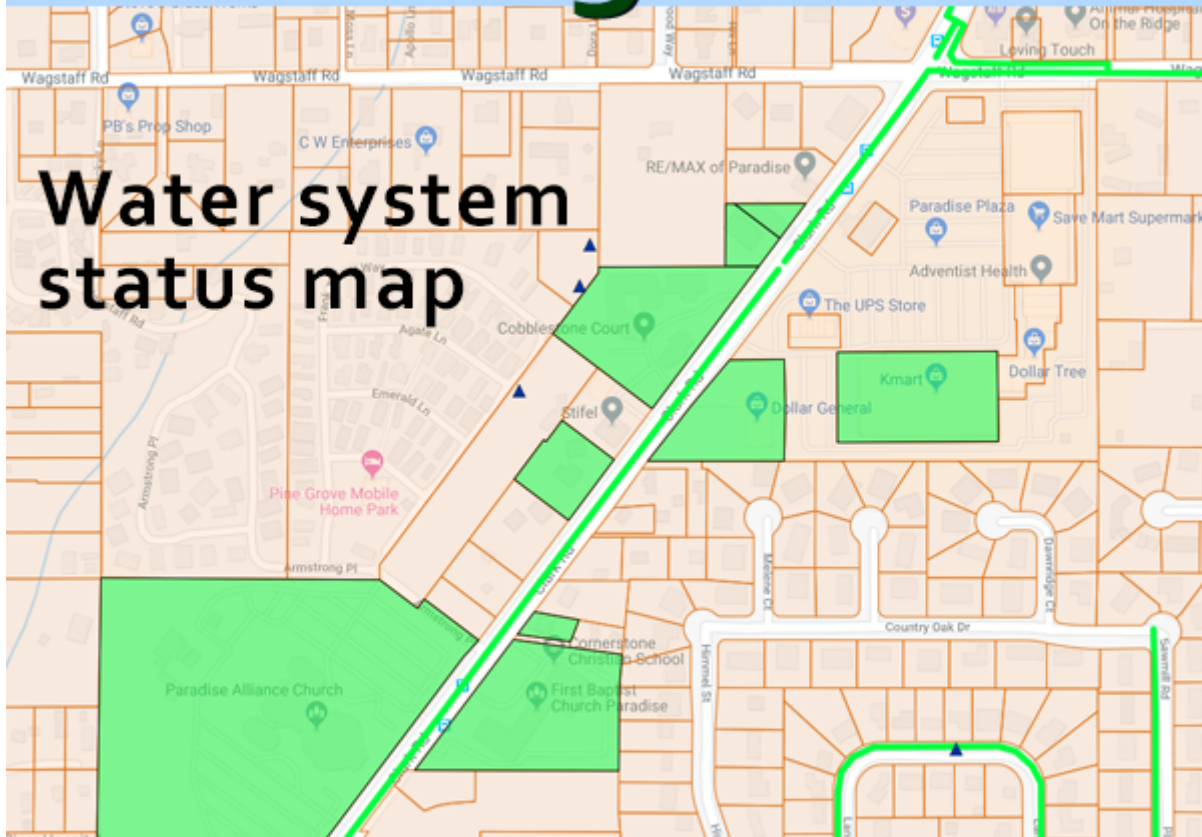
Location	Customer side of meter	PID side of meter
Off Upper Pentz Road	1.1 ug/L	ND
Off Lower Pentz Road	15.6 ug/L	ND
In the Valley View Area	0.8 ug/L	ND

*Next Steps*

Although some of the tests came back as “Not Detected”, Paradise Irrigation District feels that even a few positive results means that we need to do more testing in order to ensure that water is safe at all meters. We also feel based on these results that benzene could be present on the customer side of the meter and not present on PID’s side. For this reason, we urge customers to continue to follow the instructions on PID’s most recent water advisory available [HERE](#).

We are working with California’s Division of Drinking water to develop a water sampling plan that will help us find and remove the contamination. Once the contamination is removed, PID will continue to test water to ensure we are delivering safe, clean water. Once developed and approved, PID will share the sampling plan on our website and other social media sites.

# Coming Soon



**Where has PID tested water? Results?**  
**Does my neighborhood have water?**  
**Do I have water at my home?**

Paradise residents will soon have more answers to their water-related questions. PID has been working with Sean Dingman from Websoft Developers, Inc. to develop an online water system map to show availability of water to neighborhoods, water status at parcels, and water testing results. We hope to have the map published by February 1st.

Green highlighting will indicate pipes that have been filled and parcels where customers can use water now. PID will also share water testing results on the map so residents can track the progress of the system as PID tests for and resolves water quality issues.

Thanks to Websoft Developers, Inc. who has donated their time and mapping technology to help our water system and town recover from the devastating Camp Fire.

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# WATER QUALITY

# INFO



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



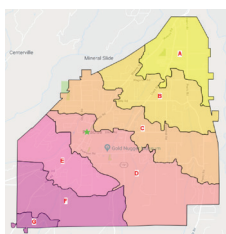
## Test Results

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



Q SEARCH



## Water Quality Advisory – After the Camp Fire

Paradise Irrigation District (PID) would like to answer as many of our resident’s questions as possible regarding the benzene contamination. We will continue to update this section of our website to provide more information as we learn more throughout the process.

The information below was developed by the Paradise Irrigation District for Paradise residents and DOES NOT INCLUDE INFORMATION FOR MAGALIA RESIDENTS.

Until a thorough investigation is complete, we urge the public to promptly report any noticeable odors or smells in the water supply to (530) 342-3101. And to continue to use bottled water only for drinking, cooking and brushing teeth. The health and safety of our customers are of utmost concern for the District, we highly recommend the following:

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- Do not use hot tubs or swimming pools.
- Limit use of water for clean-up of properties and follow Butte County recommendations for protective clothing when on property (<https://buttecountyrecovers.org/re-entry>).

Safety Tip Sheet – Benzene (706 KB)

Title	Created Date
Draft Water System Recovery Plan	23 April 2019
Door-to-door water needs survey to start April 23rd	29 March 2019
Post Camp Fire Water Quality FAQ Information Sheet	22 February 2019
Water Quality Investigation Update	29 January 2019
PID's Water System Recovery Map	28 January 2019
All Testing Results (Link to data file)	24 January 2019
Water Quality Test Results & Next Steps	12 January 2019
Notices from State Water Resources Control Board, Division of Drinking Water	11 January 2019
PID's Preliminary Water Test Results Reveal Benzene Found in Paradise: Water Advisory Continues	08 January 2019
Paradise Irrigation District (PID) advises bottled water only for drinking, cooking and brushing teeth	20 December 2018
Boil Water Notice in Response to Camp Fire	09 November 2018

This is Section Content. You can add HTML markup also.





Paradise Irrigation District

6332 Clark Road  
Paradise, CA 95969  
Call M-Th: 10 am to 2 pm

(530)877-4971

Office closed on observed holidays

Emergency? Call 911

Need help?

[Website](#)  
[Contact Us](#)