



## Water Rate Adjustment Effective January

PID customers can expect to see a change to service rates on their February water bill, reflecting water used in January.

The rate adjustment, previously delayed by PID's Board of Directors, will cause an increase in the monthly service charge only. For residential customers, this means an increase of \$3.79 per month.

The cost for each unit of water will remain unchanged for both

residential and business customers: \$1.61 for every hundred cubic feet (HCF).

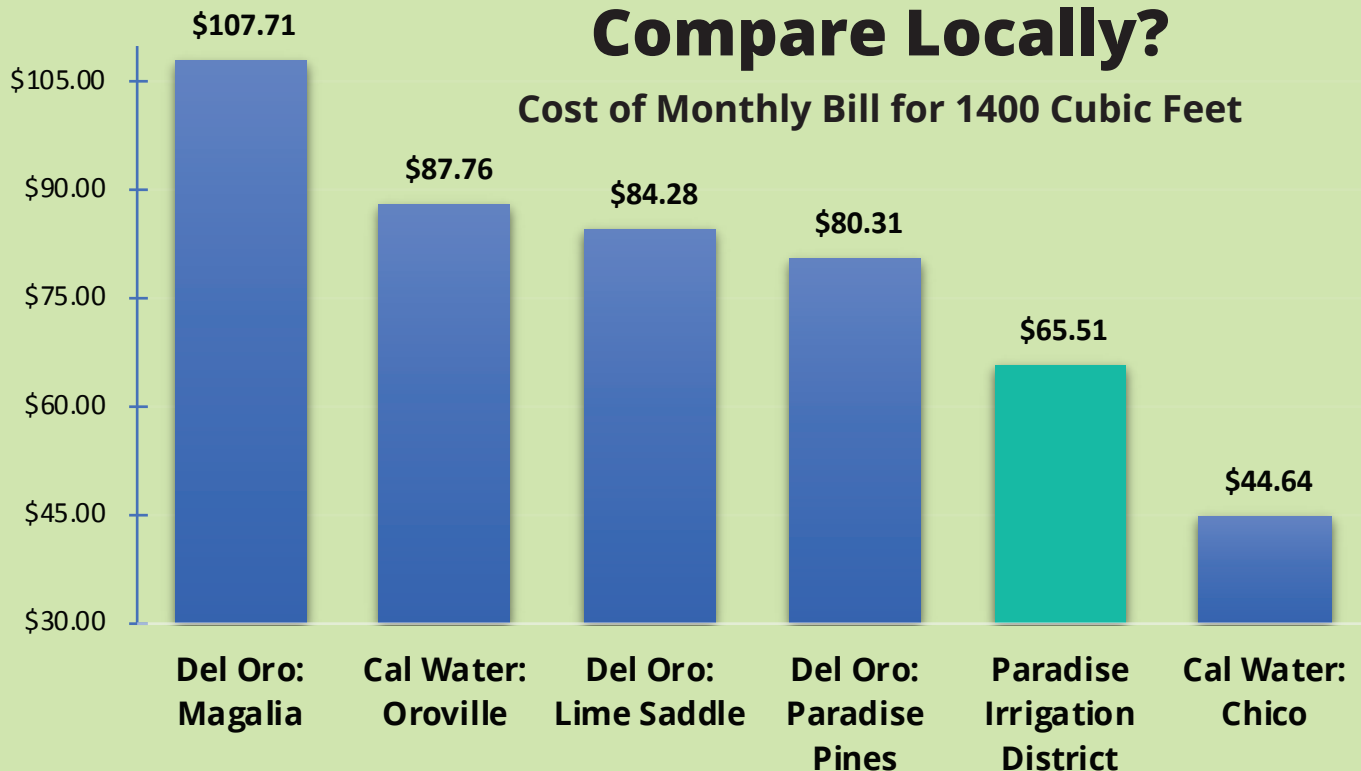
The average PID household uses about 14 HCF monthly, meaning the average residential bill for water plus the total service charge was \$61.72 in 2018. In 2019, that total will be \$65.51.

PID's Board approved this rate adjustment in April of 2016 for ongoing operational costs and infrastructure improvements.

| <b>Monthly Bill</b>         | 2018           | 2019           |
|-----------------------------|----------------|----------------|
| Service Charge              | \$20.00        | \$20.00        |
| Debt Surcharge              | \$14.00        | \$17.79        |
| Reserve Surcharge           | \$5.18         | \$5.18         |
| <b>Total Service Charge</b> | <b>\$39.18</b> | <b>\$42.97</b> |
| Plus, each HCF (748 gal)    | \$1.61         | \$1.61         |

## How Do PID's 2019 Rates Compare Locally?

Cost of Monthly Bill for 1400 Cubic Feet



PID offers a \$10 monthly rebate to customers qualifying for the Customer Assistance Program (CAP). For qualification information, call 877-4971 or go to [PIDwater.com/CAP](http://PIDwater.com/CAP).

# District Begins Work to Develop a Strategic Plan

Paradise Irrigation District will soon start a Strategic Planning process to map out the direction of the District for the next five years. The District developed its last Strategic Plan in 2012. Since then, the District has an almost entirely new Board of Directors, a new District Manager, and new State mandates that affect PID's operations and its customers.

District Manager, Ed Fortner, addressed the need for the plan during October's board meeting, "It is of utmost importance that the District assesses what we are today, and decide what we want to be in the future." Once the District develops its Strategic Plan, PID Board and staff will refer to the defined mission and vision when making decisions for our customers. Having an updated Strategic Plan means the District will be better able to make proactive decisions rather than reacting to unforeseen circumstances.

While the first workshop will be a focused work session between PID's Board and upper management, the District will hold subsequent goal-setting workshops to gain valuable input from customers, staff, and stakeholders.

Keep an eye out for workshop dates so you can plan your attendance to one of the public strategic planning sessions.



## Cooler Weather is Here!

**Wrap Indoor and Outdoor Pipes:** Protect your water system from freezing and save money too! Wrapping your hot water pipes now means you will not have to run the water so long waiting for it to get warm for that shower or to wash the dishes.

**Adjust Your Sprinklers:** As temperatures drop, you need to water your landscaping less frequently - if at all. Shorter days mean less sun and less time for plants to grow. Less plant growth means most plants also need less water.

## Get Help With Your Water Bill

PID's Customer Assistance Program is renewed annually and it is time to re-apply for 2019. Applications have been mailed to current CAP customers. Applications for customers who would like to join the program are at the PID office as well as online at [PIDWater.com/CAP](http://PIDWater.com/CAP). Completed applications are accepted throughout the year but space is limited. To qualify, turn in your application and current PG&E bill indicating CARE qualifications.

**Questions?**  
**Call 877-4971**