

WATER NEWS



**Our water.
Our future.**

Issued May 2019

Paradise Irrigation District



PID's Water System Recovery Continues

Paradise residents' water quality was severely compromised 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.

PID staff has taken hundreds of water samples and will take thousands more as we find and recover contaminated portions of the water system. Currently, our engineers are working with the State Division of Drinking Water and are developing the procedures for testing, resolving, and notifying PID customers the water quality at each property.

How will you know when your tap water is safe to drink?

The simple answer is: PID will tell you!

The health and safety of every customer has always been the top priority for PID. After the Camp Fire, the District informed the public of the potential for water contamination and has continued to keep customers informed of every test result and discovery made through the recovery process.

PID customers won't have to guess when their tap water is safe to drink. Our water quality technicians will test each customer connection for potential contamination and will notify the property owner or resident when they're sure the water is safe at the tap! For updates on PID's recovery plan visit pidwater.com/recovery

Stay Informed

It's easy to get water updates!

Just send your email address by text message:

Text

PID

to **22828** to get started.



Message and data rates may apply.

Water Test Result Map
pidwater.com/wqadvisory

PID needs updated contact information.

If you or somebody you know were displaced due to the Camp Fire, PID may not have the current contact information we need to efficiently coordinate recovery efforts.

Additionally, property owners may be accruing monthly charges unnecessarily if they haven't filled out and returned the required forms for permanent disconnect.

PID continues to waive penalty charges for now, but after the end of the 2018-19 fiscal year (June) the District customarily transfers past due amounts from the customer's water account to the property owner's county tax bill.

Please contact us today to update your contact information and your billing preferences.

Call 530-877-4971

Online Updates



pidwater.com
facebook.com/pidwater



6332 Clark
Rd, Paradise



530-877-4971



We know
you're going
to need water.

Here are the **steps** you'll need to take to **restore** **water service**

Standing structures - residential use

- Contact PID to request water service for your lot.

Temporary housing on a burned lot

- Contact PID to request water service for your lot.
- Pay to install the interim water backflow device.

Landscaping use on a burned lot

- Contact PID to request water service for your lot.
- Pay to install the interim water backflow device.

New Construction

- Contact PID to request water service for your lot.
- Pay to install the interim water backflow device.
- Pay for your residential fireflow test and fill out the required paperwork.

Fees

Interim-water backflow
device

- 1" Device: \$546.76
- 1 1/2" Device: \$871.11
- 2" Device: \$957.28

Residential Fire-flow Test

- \$132.90

Call or visit our office to schedule service activation. Once requested, our crews will add your property to our turn-on schedule and contact you when activation is scheduled. Water is non-potable and customers are advised to continue to follow PID's water advisory until further notice. <https://pidwater.com/wqadvisory>

Phone: 530-877-4971 | Office: 6332 Clark Road, Paradise CA 95969



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