

WATER NEWS



**Our water.
Our future.**

Issued July 2019

Paradise Irrigation District



Ongoing community meetings : One way customers can stay up-to-date on PID's recovery progress

Paradise Irrigation District held its third community meeting July 15th at 6 p.m. at the Paradise Alliance Church in Paradise. District staff updated residents on the current recovery efforts and customers were given the opportunity to ask questions about the process. The District plans to continue holding these public meetings - the next one being planned for September. Meetings are livestreamed on Facebook and archived for watching later. To view the latest meeting online, visit pidwater.com/recovery. The District anticipates the next meeting will be held in September - date to be announced.

Meter removal; Part of the recovery process

Have you noticed that your water meter is "missing" or disconnected?

PID staff are removing meters as part of our recovery process. The District believes every meter needs to be replaced as a result of the damage caused by the 2018 Camp Fire. The district water meters suffered both visible and "invisible" internal damage, likely caused by heat and the extra strain of water passing through the meters, many of which ran at max capacity during the Camp Fire. The District, focused on taking care of our customers' immediate needs for clean water has not set a date for meter replacement.

For now, the removed meter is replaced with a connector pipe and a shut off valve. The interim water device, when requested, is connected at the junction. Until the meter is replaced, customers will not be charged a consumption fee for water used.



Example of a removed meter replaced with a pipe and shut off valve.



Annual Lien Processing

The Paradise Irrigation District has an annual process to ensure fee collection from all property owners including, if necessary, placing a lien on the property. Liens are filed once per year (usually in August) with the Butte County Assessor's Office and are attached to the property taxes as a special assessment.

Once a utility lien has been filed with Butte County, collection of the lien is handled by the Butte County office of the auditor-controller.

Customers with outstanding balances who wish to avoid the lien process, can pay the amounts due to the Paradise Irrigation District before the July due date shown on their notification letter.

If you have questions about the lien process, please contact our customer service department at 530-877-4971.

Online Updates



pidwater.com
facebook.com/pidwater

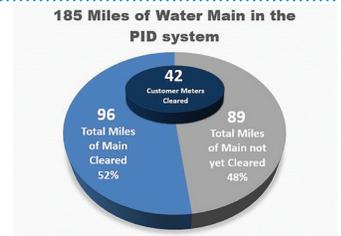


6332 Clark
Rd, Paradise



530-877-4971

Here are the **steps** PID is taking to restore **potable** water service



PID customers have been under a water advisory since December of 2018 following the destructive Camp Fire. Since then, the District has done an extensive amount of research in order to understand this first-of-its-kind water system depressurization and contamination. The District has worked with federal and state agencies, mutual aid partners -and with the aid of scientists and engineers- have a recovery plan which includes a rigorous process for lifting its water advisory on a customer-by-customer basis. Before a customer receives a letter certifying the water at their service lateral is potable, the following steps are completed:

1 - MAINLINE APPROVAL

District staff and engineers perform water sampling on the large mainlines and network of mainlines that deliver water from the treatment plant to the customer's property. The water in these mainlines is tested to ensure it meets all California guidelines for drinking water. We have tested over half of the 185 miles of mains. Currently nearly all (97%) of the mainlines which have been tested meet these guidelines and have been cleared.

2 - SERVICE LATERAL APPROVAL

The service lateral is the small-diameter pipe that delivers the water from the mainline to your property. It's these small pipes that have the highest likelihood for contamination. The District has two methods for approving service laterals for delivery of potable water.

STANDING HOMES: Our testing shows that the service laterals that service standing homes have a lower likelihood of being contaminated. In many cases, PID can approve the service lateral after we've taken tests to confirm the service lateral is free of contamination. PID needs to temporarily interrupt water service to the property for a minimum of 72 hours to gather the water sample needed to test your service lateral. Please contact PID to request testing at your service lateral. In the case your service lateral is contaminated, PID may schedule a service-lateral replacement.

BURNED LOTS: More than half of the tested service laterals at burned lots have some level of benzene detection. PID feels the most efficient way to ensure delivery of potable water to burned lots is to replace the service lateral. Currently, our staff is working closely with the Town of Paradise building department to coordinate the replacement of these service laterals on properties where building permits have been issued. Our goal is to approve the service lateral at the property before the building process is finalized.

3 - EXPERT PANEL APPROVAL

Every PID water service connection with mainline and service lateral approval is then reviewed by our expert panel. Panel members consist of engineers and District staff familiar with the history and particulars of the water system, its flow, and some of the intricacies that might vary from service-lateral to service-lateral.

FINAL STEP - NOTIFY THE CUSTOMER

PID notifies each customer by U.S. mail when the water advisory has been lifted at their service lateral. The bi-monthly service charge will return to active rate. If a customer wishes to remain on the ready-to-serve rate they will need to contact PID and request their meter be locked. PID encourages property owners to take necessary steps to test and evaluate the customer side prior to use of water. Addresses where the advisory has been lifted can be viewed on our online map titled, "Water Advisory Lifted Map" - available at pidwater.com/recovery

