

# WATER NEWS



**Our water.  
Our future.**

November/December 2021

Paradise Irrigation District

## *Meters will allow customers to track water use*

## **PID to restore charges for water quantity use**

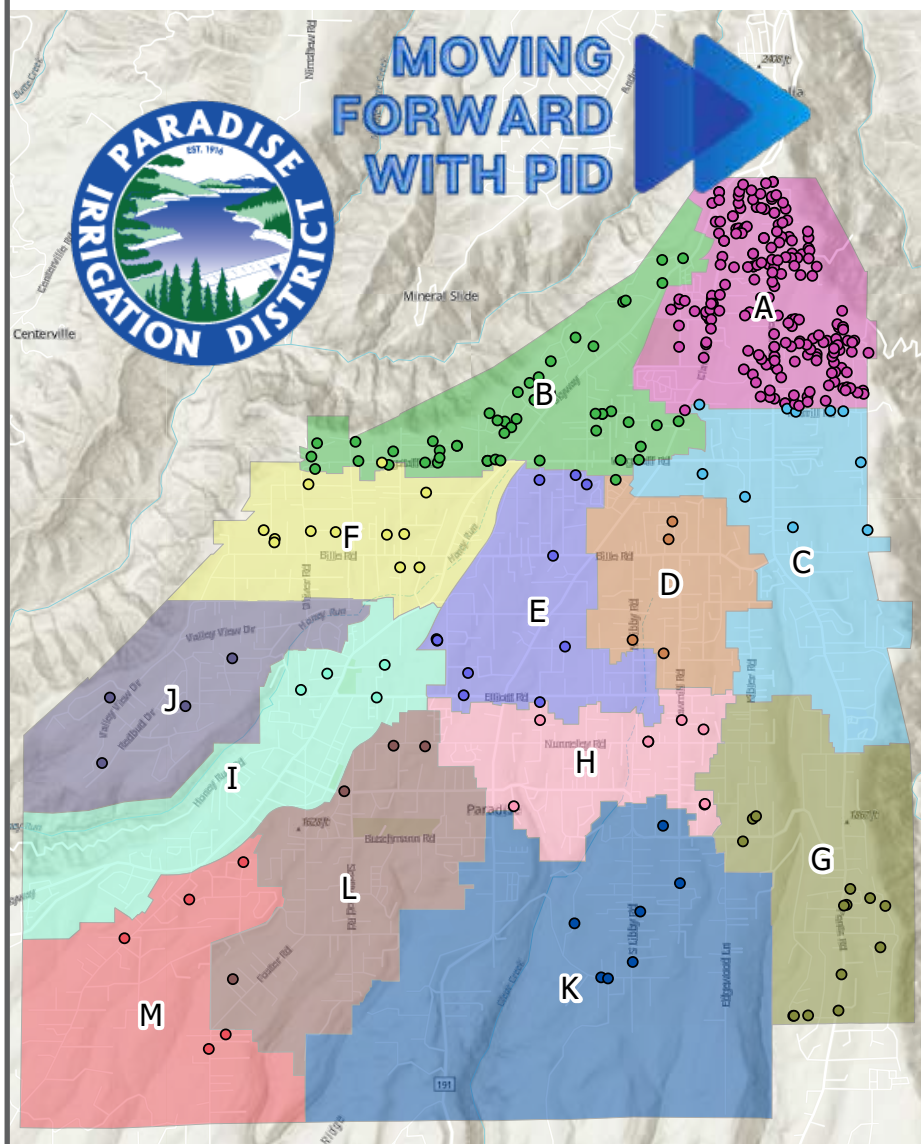
New water meters are being installed throughout the Paradise community—and with those installations, Paradise Irrigation District wants to remind customers that they will soon be billed for the quantity

of water they use inside and outside their homes.

The district's water metering system was destroyed in the fire; since that time,

customers have only been billed a single charge for water service. As meters are being installed throughout the district, customers will begin to be billed once again for consumption.

### **Meters installed • July – October 2021**



PID will notify customers ahead of time with an example bill to show them what to expect. Customers can also download a mobile app, dropcountr, to help them monitor their water usage; the app can also alert customers to unexpected water use or a leak.

“Restoring consumption billing signifies a big step forward to more ‘normal’ district operations,” notes PID Assistant District Manager Mickey Rich. “Not only will it help restore the district’s financial health but it will help our customers be more aware of the amount of water they’re using. It’s especially important during times of drought for people to know how and when they’re using water so they can use it most efficiently.”

Although the district has 37% percent of the active rate customers as it had before the fire, PID’s treatment plant is still processing almost the same amount of water as it was before the Camp Fire, Nov. 8, 2018.

Meter installation started at the “top” of the district and is progressing quickly throughout Paradise. PID officials anticipate completion of the meter installs—which also involves backflow prevention device installation—by January of 2023

## Letters...we get letters...



"Just a note to say  
THANK YOU for your  
continuing good service to  
the Paradise community.

We sincerely appreciate the PID staff and your  
assistance during this difficult time."

J. M. (Paradise)

## Watch your bill for these changes:

With installation of meters and restoration of a charge for water consumption (quantity used), our Customer Service team is busy re-designing your PID bill to make it easier to understand and read. Watch for the updated billing early next year.

Bills will display your water usage plus the basic service fee; since metering is just beginning, customers will receive a sample bill to help them know what to expect when the consumption fee begins for their service address.

The bills will continue to arrive every two months and will cover two months of service. Since federal COVID forgiveness is now past, PID will resume penalties for late payments as well as performing shut-offs for non-payment. A fee for credit card use for payment resumes Dec. 1, 2021.

**LEAVES ARE  
FALLING—  
TEMPERATURES  
ARE DROPPING!**

**IT'S TIME TO  
WRAP THOSE  
PIPES TO  
PROTECT THEM  
FROM FREEZING**



AT A GLANCE:

# 3,885



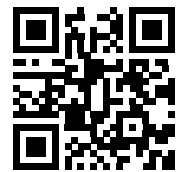
**PID Customer Accounts  
on Active Service Rate**

As of October 15, 2021

**MEETING TIME CHANGE:** The December 15, 2021 PID Board meeting will be held at 8:30 am rather than the usual 6:30 pm time.

**Download the Dropcountr app today for  
water alerts now and to monitor  
water use (once your meter is in)**

Available for Android and Apple iOS devices.  
Aim your phone camera here for the link to download!



## We're here to help:

Since the Camp Fire, our customers face many unique situations—whether they're staying in a temporary home on their lot, or rebuilding or purchasing a home. Our friendly customer service professionals are eager to help you get into your Paradise home and will help you understand the steps you need to take to get water service. Check our website and Facebook page as well!



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