

WATER NEWS



**Our water.
Our future.**

May 2020

Paradise Irrigation District

Update to post-Camp Fire water advisory

Effective May 20, 2020 - The Paradise Irrigation District has completed significant recovery work since the 2018 Camp Fire. This recovery work allows us to make an adjustment to the existing water advisory for volatile organic compounds (VOCs) such as benzene and others, first issued December 20, 2018. High concentrations of VOCs in water can cause acute reactions to skin and may even let off fumes into the air causing nausea and dizziness. VOCs are known carcinogens and even low levels of VOC's are dangerous over time. State and Federal agencies have developed standards to protect our health and safety from potential VOC contamination in water.



The home or business existed before the 2018 Camp Fire.

Surviving structures - **Not under advisory**

If your mainline is clear, and your service lateral either tested within state drinking water guidelines or was replaced.

Be sure! ✓ You received a letter from PID lifting the advisory.

What to do if you haven't received

- Call us right away! 530-877-4971, or
- Check your online account. Look for the 'Camp Fire Potability Date' on the address info tab or search for your address on the 'Advisory Lifted Map' at pidwater.com



Built after Nov. 2018, has a permanent backflow device and certificate of occupancy.

Completed builds / Rebuilds - **Not under advisory**

If your mainline is clear, your service lateral has been replaced and we've installed your permanent backflow device.

Be sure! ✓ You received a letter from PID lifting the advisory.

What to do if you haven't received a letter

If you're close to final inspection on your rebuild and you haven't received your advisory-lifted letter, call us at 530-877-4971. We'll need your address, date and details of your last inspection and estimated final inspection date.



Lots with interim water service. May have a temporary camping permit or in process of rebuild.

Temporary / In construction / Prebuild - **Under water quality advisory**

DO NOT DRINK OR OTHERWISE INGEST the water provided from your service lateral through the Interim Water Service. Potable water, such as bottled drinking water should be used for all:

- drinking,
- food preparation,
- ice making,
- teeth brushing and
- any other uses where water is ingested.

IMPORTANT: Before using water from an interim water service for cleaning, bathing or other household-uses consult an independent certified water treatment consultant.

For more information visit pidwater.com/wqadvisory or call us at 530-877-4971

Status	Flow-through mains	Dead-end mains	Service laterals to structures	Service laterals to burned lots
Description	Large pipelines that deliver water from the treatment plant throughout town. All flow-through mains have been tested and meet drinking water standards.	Small pipelines that deliver water from large mains to side-streets. Remaining uncleared dead-end mains do not serve standing structures & account for roughly 5% of system.	These small pipes deliver water from the main to properties with surviving structures and completed rebuilds. These meet drinking water standards based on testing or replacement.	These small pipes deliver water from the main to burned lots or in-progress rebuilds. Based on random testing we estimate 48% of these service laterals meet drinking water standards.

To Learn the status of any mainline in Paradise, CA visit pidwater.com/recovery and click on the 'Mainline Sampling Map'

Online Updates



pidwater.com
facebook.com/pidwater



6332 Clark
Rd, Paradise



530-877-4971

Free water jugs available for local residents

Thanks to a grant received from the Butte Strong Fund and the North Valley Community Foundation, Camp Fire survivors have another way to store water for immediate use or as part of a disaster-preparedness kit. Recipients are provided instructions on how to properly clean the container before use. After the jug has been properly washed and disinfected, customers can fill at the PID office. Camp Fire survivors living in Butte County can pick-up a 5-gallon jug at the PID office at 6332 Clark Road or at the Paradise Hope Center located at 311 Circlewood Drive in Paradise. Jugs are available on a first-come, first-serve basis while supplies last. Distribution is limited to one per household.



Paradise Lake Recreation



Beginning June 1, 2020 the Paradise Recreation & Park District will be taking over recreation amenities and operations at Paradise Lake.

While there are no big changes coming this season, PRPD is interested in hearing ideas from the community on future recreation on the lake.

The lake is currently open Friday thru Monday and annual passes can be purchased from PRPD.

Interested members of the public can also participate in a volunteer stewardship program to help PRPD care for and monitor the lake. Contact the volunteer coordinator at volunteercoordinator@paradisepspd.com

For more information, contact the Paradise Recreation & Park District at 530-872-6393 or info@paradisepspd.com

COVID-19 Response

Stay up-to-date on how the governor's orders affect PID business operations: Visit online at: pidwater.com/covid-19-response

As we're all making adjustments in our daily lives due to COVID-19 response restrictions, PID wants to make sure our customers know how to reach us. As restriction requirements change for Butte County we will be adjusting accordingly. Find current operational information on our website at pidwater.com/covid-19-response.

May 2020

<h3>Customer Service</h3>	<p>Office Hours: M - F, 9 a.m. to 4 p.m.</p> <p>Office closed to public</p> <p>We're available by phone, email or online M-F, 9am to 4 pm.</p> <p>Phone: 877-4971 Facebook: facebook.com/pidwater Chat with customer service at pidwater.com or email: custserv@paradisepirrigation.com</p>	<p>Free payment options:</p> <ul style="list-style-type: none"> • mypidbill.com (autopay available!) • Automated phone system: 1-866-205-8706 <p>Our online services are secure, easy and free. Look up account details, & view or print billing history.</p> <p>Set up your password and ID just once; manage your account and pay your PID bill easily.</p>
<h3>Field work / Service calls</h3>	<ul style="list-style-type: none"> • Recovery work continues with no impact. • Customers may experience slight delays for new interim water service or fire flow test orders. 	<p>Water leak response available 24/7: Call 530-877-4971. Up to 45-minute response-time.</p>
<h3>Meetings</h3>	<p>Board meetings are streamed via facebook at facebook.com/pidwater.</p>	<p>See committee meeting agendas at pidwater.com/meetings for options to participate via telephone / online.</p>
<h3>Water safety</h3>	<p>According to the U.S. Environmental Protection Agency (EPA), the COVID-19 virus has not been detected in drinking-water supplies. Based on current evidence, the risk to the water supply is low. PID treats and disinfects its water to protect water quality from waterborne pathogens such as viruses.</p>	

Fill out your 2020 Census today.
Respond online at 2020CENSUS.GOV



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Census 2020