

WATER NEWS



Our water.
Our future.

March/April 2022

Paradise Irrigation District

Board appoints Division 5 director

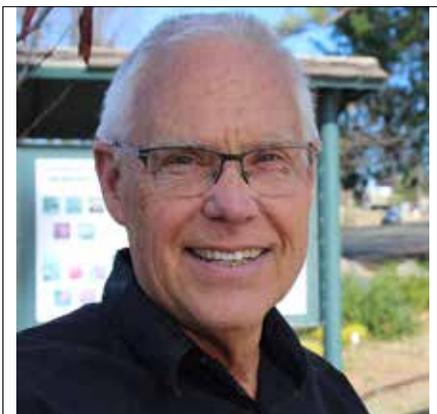
Paradise resident Bob Matthews was appointed to PID's board during a special meeting held Feb. 9. Matthews fills the slot for the Division 5 director vacated by Dan Hansen's resignation in January.

Five candidates living in Division 5 applied for the position; all submitted applications and four were present for the special board meeting for an interview.

Matthews moved to Paradise from Oak View, near Ojai in Southern California. His home burned in the Camp Fire and he and his wife, Caitlin, rebuilt on the property.

"I think ours was one of the first 100 building permits issued," Matthews says. "We're so pleased to be here and be part of a community that is growing."

A retired businessman with a background in finance and banking, Matthew says he hopes his experience might help, "Keep PID out of situations that might tempt a sale as a solution to problems in the future."

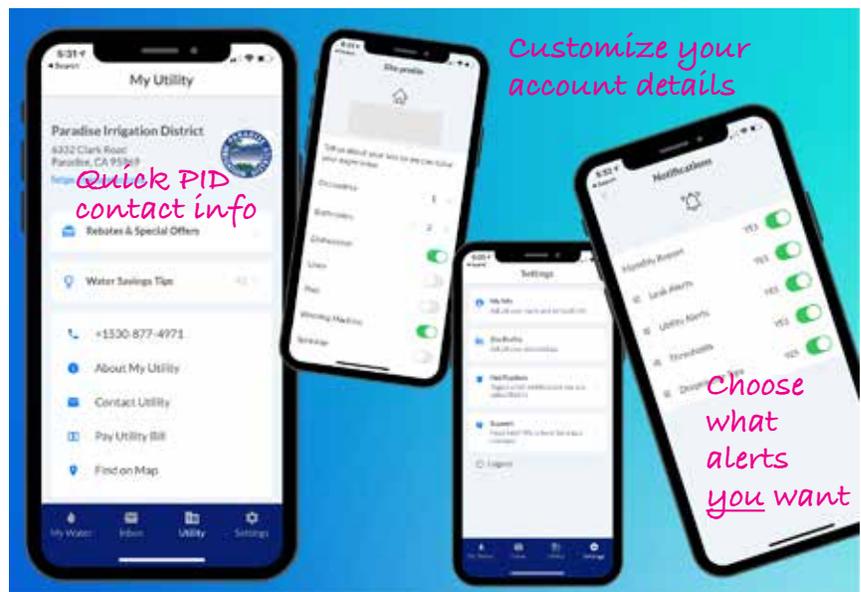


Bob Matthews, new PID board member

Look what you can do: Dropcountr app offers leak alerts and water use details

Although metering throughout PID won't be complete until early in 2023, customers can download the Dropcountr app now to help them learn more about their community's water and be ready to monitor their water use when water consumption charges are restored.

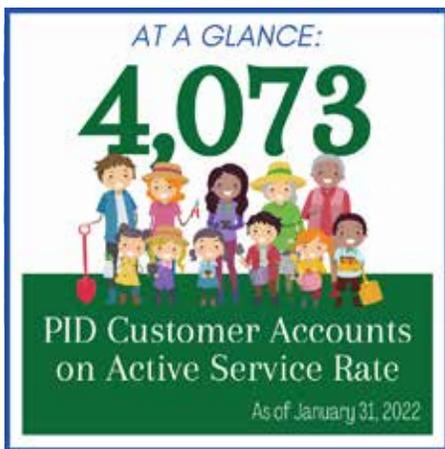
Dropcountr is available at no cost for Android and Apple iOS devices (use the QR code below to easily download it). Enter your account information (if you don't have a copy of your PID bill, call PID at 877-4971 to get your account number) and then set your preferences. With metering, Dropcountr users will receive alerts when water usage is unexpectedly high and it may indicate a leak; users can also monitor how much water they're using and receive water saving tips.



Here's how to download the app:

Available at app stores for Android and Apple iOS devices.
Or, aim your phone camera here for the link for app download!





“Service” defines PID’s front office staff

Although PID has been providing great water and service to ridge residents since 1916, the district’s focus on—and achievements in—exceptional customer service has grown dramatically following the 2018 Camp Fire.

“The fire changed so much for so many people,” notes Tiffany Bowen, PID’s Customer Service Manager (as well as office and human resources manager). “The district, of course, has had to create new ways of doing things because we’re faced with so many challenges we’ve never had before. But we never forget that the most important people we have in our district are our customers. We work to treat them as we would treat our family members,” she says.

“Every member of our staff is tuned in to customers, not simply policies.”

The challenges in re-populating the Ridge post-fire, whether rebuilding or restoring water to an existing home, can be huge for PID customers, Bowen says. “Every single member of our staff experienced first-hand loss from the fire; we all know what it’s like to have to be continually putting pieces back together. Our goal is to ease that struggle for our customers, whether it’s helping them understand how to get water service or arrange a payment schedule.



Tiffany Bowen, Customer Service Manager

“When a customer comes in feeling defeated by the whole process, it feels great to be able to help them turn it around. We’ve had customers tell us that they feel a 600-pound weight has been removed,” Bowen says. “That’s what customer service is all about.”

Water meters FAQ:

Did you know?

With installation of meters, PID will resume charging customers for the amount of water they use.

No increase
in water
charges

But be assured, the cost you’ll be charged for water is the same as it was before the 2018 Camp Fire.

PID residential customers on the active rate pay \$42.97/month. The charge for quantity of water used is \$1.61 a unit; a unit is 748 gallons.

With resumption of metering and the water quantity charge, during winter months the average PID customer will see their bill go up \$5 to \$10 a month.

Upcoming billing change: PID board members approved adjusting the fees for delinquent bills; the penalty fee after 30 days is 10% with a minimum charge of \$10 and a maximum of \$30. This will be reflected on the May billing. To make a payment arrangement that works best for your household, call our office at 877-4971.

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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