

WATER NEWS



**Our water.
Our future.**

March/April 2023

Paradise Irrigation District

May 1 is deadline to reconnect with PID to save

Share this with friends who may not get the news; savings are significant

Property owners who “disconnected” from Paradise Irrigation District have until May 1, 2023 to re-establish an account with the community’s water district, saving them money on future capacity fees. This grace period extends until 3:30 pm on May 1, 2023.

Since the 2018 Camp Fire, most parcel owners that previously had PID service opted to be on the “Active” rate and receive water (\$42.97/month plus water quantity charge) or be on “Ready to Serve” rate (\$21.49/month) and have a sealed meter but with the assurance PID would, upon the owner’s request, convert the parcel to active rate at any time in the future. A smaller number of property owners who had previously been served by PID requested to drop PID service entirely; it’s this last group which will be affected by the May 1 deadline.

As of May 1, 2023 parcels moving from the Disconnected to Ready to Serve or Active rates will pay additional capacity charges. A capacity charge is similar to a development impact fee; the capacity fee charge pays for capacity generating projects giving PID the ability to create additional water capacity to serve new customers.

PID’s current capacity fee (for a standard, ¾-inch residential main) is \$4,376. A 2021 engineering study found that PID needed to increase the capacity fee to \$11,627 to accommodate PID’s cost to develop additional water capacity.

PID’s board voted to transition from the current fee to the higher fee over a five-year period with a 20% increase each year in capacity fee charge. As of May 1, 2023, the charge will be \$5,826.20. Disconnected users that were former PID active customers

pre-Fire will receive a “credit” of \$4,376.00 on the capacity fee in place at the time of their request.

Additionally, parcels which were disconnected are currently charged a cost for a meter, service lateral, backflow and labor costs associated with re-establishing service at the time they place an order for a meter.



In conjunction with the deadline to reconnect is a May 1 deadline for property owners to “disconnect” with the most ease. After May 1, property owners will need to show proof of county parcel merge in order to delete an unneeded PID account associated with a “merged” parcel; current accounts will be unable to disconnect from PID after April 30.

Contact the PID Office by phone (530/877-4971) or in person (6332 Clark Road, 9 am to 4 pm, M-F) to

re-establish service with PID and avoid the higher capacity and reconnection fees in the future.

We look forward to welcoming our customers back!

An advertisement for the "dropcounter" app. It features a blue background with water droplets. The text reads: "HOW MUCH WATER DID YOU USE YESTERDAY? Download dropcounter and find out!". A speech bubble contains a customer testimonial: "I'm a little obsessed with this app—I check it every day. We have a little competition going at our home to see if we can use less water the next day." Below the speech bubble is a QR code and the Paradise Irrigation District logo. At the bottom, it says "Our water. Our future. Paradise Irrigation District".

Water emergency? PID is on the way!

"We're here when our customers need us," notes Tiffany Bowen, PID's Customer Service Manager. "When our customers call us [530/877-4971] after hours they'll get a prompt call back and emergency service, if needed."

In January, PID's call center received 80 after-hours calls with the standby crew getting 22 calls. Additionally, the crew worked on seven emergency calls due to contractors and after-hour leaks.

Calling on the phone is the fastest way to get an answer, Bowen advises. "While we have email and Facebook Messenger, the best way to reach PID for emergency or customer service is on the phone."



The water is great because PID's Treatment Plant team shows up each day—despite the weather—to keep processing your water so it's safe, clean and available.

HAVING A TOUGH TIME PAYING BILLS?



Check out PID's Customer Assistance Program



The program follows the income qualifications of PG&E's CARE program—so if you qualify for that, you'll likely qualify for the PID discount as well. Applications available online and at PID's office. Call 877-4971 for details.

BOARD MEETING TIME CHANGE: Regular board meetings will now be held at 5:30 pm on the third Wednesday of each month. Attend via Zoom or in person at the District Office (6332 Clark Road)

PID AT A GLANCE:

8,931

Total Customers



4,798

Active Service Rate Accounts

5,689

Properties with Cleared Water

As of December 31, 2022

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!



6332 Clark Rd.
Paradise CA



530-877-4971



pidwater.com
facebook.com/pidwater

