

WATER NEWS



Our water.
Our future.

January/February 2024

Paradise Irrigation District

What do you do if your water pipes freeze?

If it's been cold out and you think you may have frozen pipes at your home--or the water is not flowing normally through your faucet--take these steps to make sure you reduce the potential for water damage:

- Close the main water shut-off valve ASAP and *before* temperatures go back up above freezing.
- Get an assortment of towels and buckets to deal with what may happen if the pipes are frozen.
- Open all faucets inside and outside; this will drain remaining water from the pipes.
- Slowly turn the water back on. Inspect for leaks. Turn water off immediately if you see one.
- Don't forget to check attics and crawl spaces for leaks, too.
- Don't use torches or heat guns to quickly thaw pipes--it could be a fire hazard!

- Continue to listen and watch for leaks as outside temperature comes above freezing.
- Call a licensed plumber for repairs of pipe damage.

*As always, if it's a water emergency
on PID's "side" of your water meter,
we're available 24/7. Call 530/877-4971*



Here's what you can do before the cold weather arrives to decrease your chance of having frozen pipes:

- Do you know where your main water shut-off valve is? Find it before you need it in an emergency.
- Be sure your backflow device is covered with the insulating frost bag supplied by PID when the backflow was installed. If yours is missing, call PID at 530/877-4971 to find out about getting a replacement.
- Close outside vents, crawl spaces and doors so cold doesn't seep inside and freeze water pipes.
- Identify and insulate water pipes at risk of freezing.
- Going away? Keep minimum heat on inside. Open bathroom and kitchen lower cabinets to expose pipes to warmer air. Let cold water drip from faucets served by exposed pipes.

PID Board Vacancy

Your chance to make a difference in Paradise!

Paradise Irrigation District is accepting applications until 3:30 pm on Wednesday, Jan. 24 for the vacant position of **Director for Division 4**.

Go to PIDWater.com/board for an application and division boundaries.

SAVE \$\$\$

Charges for big leaks may be forgiven if you are alerted with the water monitoring app.

GET THE DROPCOUNTR APP

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

Programs available for low-income PID customers

Having a tough time paying your water bill? Paradise Irrigation District customers may qualify for programs which can help with financial assistance to get water bills paid.

Two programs, one state-run and the other provided directly by PID, are available to PID customers with qualifying incomes.

The two programs are separate; enrollment information is included with each program description below:

LIHWAP: California's Low Income Household Water Assistance Program can provide a one-time payment to help customers pay past-due water bills. The program can pay for overdue



bills which accrued during any time-frame; there is no date restriction for when the overdue amount occurred.

The size of a benefit can vary depending on the past due balance of the residential water bill. Households that qualify could reduce their water charges by up to \$2,000.

Locally, the Butte County Community Action Agency is helping to administer the LIHWAP program. To find out if your household qualifies for payment assistance, contact the agency at buttecaa.com or by calling 530/712-2600. An online application is at taphelp.org.

CAP: PID's Customer Assistance Program is easy to apply for if yours is a qualifying low-income household.

The Customer Assistance Program follows the income qualifications of PG&E's CARE program—so if you qualify for it, you'll likely qualify for the PID discount as well.

You can apply online or in person to receive a discount on each month's water bill.

Applications are at PID's website (<https://www.pidwater.com/cap-application>) as well as at PID's office (6332 Clark Road, Paradise).



We're here to help:

Our customer service professionals are eager to help you sign up for water service as well as answer any questions about your PID account; please reach out—you'll receive help that's as informative as it is friendly! Check our website and Facebook page as well.

**Do you have an idea to improve our service?
We want to hear about it!**



6332 Clark Rd.
Paradise CA
M-F: 9 am - 4 pm



530-877-4971



pidwater.com
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