

WaterTalk



News about Your Water



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PARADISE IRRIGATION DISTRICT

Choosing a rate plan?

If the district is successful in adopting the proposed rate structure after the Jan. 29, 2016 hearing, customers at Paradise Irrigation District will be able to select a rate plan that best fits their household needs.

While all customers will be automatically placed at the "Proposed Adopted" rate when the new rates go into affect, the Customer Choice Plan offers residential PID customers the opportunity to choose one of five rate plans, depending upon how much water they anticipate using. **Customers have the responsibility to switch their plan from the adopted plan assigned to them if they choose.**

Here's what you need to know:

- You can select from one of five water use plans. Take a look at your past water use to best choose the plan that will meet your needs in the upcoming year.
- PID has an online tool at **MyPIDBill.com** which quickly shows you what the cost of your bill (based on 2014 usage) would be under each of the five rates. Don't have computer access? Drop by the PID Office (6332 Clark Road) or call 877-4971.

You'll need these numbers from your bill to use the rate calculator at MyPIDbill.com:

Your Rate ID **Your Account**

Name		Service Address		Account Number	
Service Dates		Bill Date		Due Date	
Rate Id	From	To	Usage	Previous Balance	

- When you choose your plan, you'll know your monthly water use target for the next 12 months; if you need to change it, you'll receive a debit or credit to your account, depending on the change; *that means you can't choose the wrong plan!*
- While we can't choose *your* best plan, a clue is to look at the amount of water you use in the summer months and find a plan that has that amount of water in Level 1.
- You'll be billed monthly for water at the rate you've chosen. Stay in the zone and you'll have no surprises when your water bill arrives. Use more than your base allotment and you'll pay more for any water over your target.
- AquaHawk can send you alerts—via text, email or a phone message—so you'll know if you're close to going over your monthly target. We can help you set up those alerts!

Prop 218 governs how PID can make rate changes

Paradise Irrigation District belongs to all of us. PID is a special district and your votes elect the five directors who make up the district's board.

Rather than being regulated by the Public Utilities Commission, PID is overseen by all of us, the community that PID serves.

As a public agency, any PID rate changes must go through a process specified in the voter-approved Proposition 218. This includes public hearings and an opportunity to protest rate changes.

Additionally, Proposition 218 and legal rulings specify how PID can determine its water rates. Any rates set by PID must be able to be fully justified.

The district must first conduct a rate study; in establishing rates, the rates cannot be set for more than it costs to provide service to the individual parcel.

This means PID cannot set a "lifeline" type of rate for low-income consumers. It can, however, create a rate structure with lower rates for those who commit to using less water.

For more information about how you can select the best rate for your household under the proposed rate structure, read about the Customer Choice Program in this newsletter.

 **Our water.
Our future.**
Paradise Irrigation District



Use a credit card
to pay your
PID bill online
Easy • Fast • Free
ParadiseIrrigation.com

*See the PID Rate Study,
public notices and
information about the
proposed rate structure at:
ParadiseIrrigation.com*

*Or, visit the District Office:
6332 Clark Road*

Note: Instructions for protesting the rate change are in the public notice mailed to all customers. No special protest form is needed but, as a courtesy to our customers, we have created a protest form you can use. Available online or at the office.

**Watch a video of the rate
structure workshop held
in December; now online**

at

[www.//youtube.com/](http://www.youtube.com/)

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Customer Choice WATER RATE PLAN

Proposed Rate Plan Gives You a Choice

All customers will automatically be placed on the Adopted Rate level—but it may not be the best plan to fit your needs; it's your responsibility to choose. Get the info you need to switch plans at:

MyPIDbill.com Or call 877-4971



Donations benefit shelter animals: Community members donated a wealth of items for the Paradise Animal Shelter (PASH) during a winter collection coordinated by Paradise Irrigation District staff members. Throughout December, ridge residents visiting the PID Office dropped off food, treats, warm blankets and bedding for animals at the local shelter. "We always appreciate the community and its support for animals in the shelter," notes PASH Board Secretary Sharon Simonton. "It was especially great for PID to serve as a collection point for these donations—it made it easy for people to donate. Thank you!"