



## We listened! PID's newly proposed rate structure addresses your concerns



**Our water.  
Our future.**

Paradise Irrigation District

When a majority of customers protested the original rate change proposed by Paradise Irrigation District, we were initially surprised.

We'd intended to create a rate structure that would meet the long-term needs of the district and also permit our customers to choose a year-round rate that would best fit their needs.

We failed our customers and we apologize. Our error was in not talking with our customers first to better understand their needs. That's what we're doing now, though, as we propose a new short-term rate change.

It was many of your ideas and the input offered during the public meetings that lead us to the new rate proposal. The new proposal is the "ceiling" the board will vote on during the April 7, 2016 public hearing; the final adopted rate may actually be lower than presented in the public notice.

This new board-proposed rate change is a much-needed measure to improve the district's immediate financial health. We will continue to work with our community to fine-tune a future rate proposal.

Tell us what you think and share your ideas to help our district protect our community's water for another 100 years.

### *We hear that you...*



Want a simpler rate structure.



Believe that customers who conserve water should be rewarded with a lower bill.



Want to know that the district is doing its part in reducing costs.



Want any increase in rates to be as little and as fair to all as possible.



Are concerned about the state mandated multi-million dollar costs of the proposed Process Water Recycle Project and you want to know that this is the lowest cost, best alternative for PID.



Want continued accountability and transparency in all of PID's operations.

### *PID wants you to know:*

We're listening. We heard you. We're responding to your input. 

We've scheduled several public hearings during March to continue the conversation about the new proposed rate structure. We're also including information on the MyPIDBill.com website. 

Prop 218, which governs how we can set a rate structure, doesn't permit a low income/senior rate for our customers. 

PID is your water company and has been for 100 years. 

PID is facing critical financial shortages right now. A three-year rate approval is needed to secure low interest financing from the state. Rates in the second and third year can be changed as cost information changes. 

Your acceptance of the newly-proposed rate structure is vital. 

You have a right to know everything about how PID is run. Find wage and benefit info for all PID employees at [Publicpay.ca.gov](http://Publicpay.ca.gov). 

PID board members and managers welcome your questions and input. 



***We're in this together!***

# Our reservoirs are full so we're flushing the mains

Winter storms for the ridge pushed Paradise Irrigation District's water storage upward—and meant the district could conduct a system-wide flush of pipes and mains, considered a best practice in the water industry.

With the rainfall and overflow at Paradise Lake, PID's inflow into Magalia Reservoir brought the water level high enough that the district was being forced to lower it by releasing water downstream to maintain the level mandated by the Department of Water Resources, Division of Safety of Dams.

Rather than "losing" that water downstream, PID officials chose to flush the system. Other than flushing required by new construction, the district hasn't had enough water to do as much flushing in recent years.

The goal of the process is to clean the system's pipes and water mains. A system-wide flush includes more than 2,000 sites and can take several weeks to complete.

Flushing can result in temporary

cloudy water, but all water is fully processed for health safety and customers' water is only affected during the time the water in their area is being flushed.

Flushing began in the upper, north part of the district and moved south as the process continued. The community

was notified ahead of time and daily PID Facebook posts specified where each day's flushing would occur.

Questions? Call us at 877-4971; we take customer service seriously, so if you suspect something is wrong with your water, please call us right away.



**GETTING THOSE PIPES FLUSHED OUT**—A Paradise Irrigation District employee finishes flushing out a hydrant in central Paradise in February. If the "flushed" water would damage landscaping or overwhelm the roadway, the water is flushed into a water tank and then released in a better area.



Free fishing for kids ages 3 to 15!

## Kids Fishing Day 2016

Paradise Lake

**PRIZES  
FREE RAFFLES  
SNACK BAR**



Saturday, April 23 6 am to 3 pm

**Enjoy a day of family fun  
at Paradise Lake's Picnic Area as well as the North Shore**

Very affordable snack bar | Dutch Bros. Coffee | All proceeds raise funds for Kids Fishing Day

TAKE YOUR GRANDKIDS FISHING!

Questions? Call Paradise Irrigation District, 877-4971

Children 12 and under must be accompanied by an adult; parents encouraged for assistance only. All California State Department of Fish and Game Rules apply. Some fish purchased with a grant from the Butte County Fish and Game Commission.



Under special use permit with the US Forest Service

YOU MAY USE THIS FORM TO  
PROTEST THE PROPOSED  
WATER RATE INCREASE

I, \_\_\_\_\_

protest this proposed increase to water rates. My property address or Assessor's Parcel Number: \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

\_\_\_\_\_  
*Signature here*

Whether you use this form as your protest or you supply the same information on a separate piece of paper, please include all required information above and mail in a stamped envelope or deliver to:

**Paradise Irrigation District,  
6332 Clark Road, Paradise, CA 95969**