

# Water System Recovery Status for Paradise

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PID looking for volunteers to allow water sampling at their properties with standing homes or businesses who can accommodate a two week outage the beginning of June.

In our ongoing Recovery efforts, PID, working with our mutual aid partners, is planning intensified water quality sampling for the first 2 weeks of June. While longer term sampling efforts will only require a 4-5 day outage, we have an opportunity to accelerate the number of samples we can take for customers who can accommodate an outage from June 1 – June 15. This includes standing homes, businesses and temporary housing. It also includes any customer who has been issued a building permit.

Our ongoing sampling of occupied standing structures will continue and will only require a 4-5 day outage. However, for those customers who can accommodate this longer outage period, we want to take advantage of the opportunity to accelerate testing.

If you are one of these customers and can have your service shut off from June 1 to June 15, please register online at [pidwater.com/watersampling](http://pidwater.com/watersampling) or call PID at 530-877-4971 by May 24th. We will do our best to accommodate all requests.

[Register Online](#)

## Meetings

### May Water System Recovery Meeting:

**Tuesday May 14, 2019**

6:00 p.m

Paradise Alliance Church

6491 Clark Road

Paradise, CA 95969

[Short Recovery Video](#) (4 minutes, 31 seconds)

[Watch Entire Meeting](#) (2 hours, 2 minutes)

 [Presentation Slides \(11.65 MB\)](#)

On March 26, 2019, The Paradise Irrigation District (PID), supported by the Governor's Office of Emergency Services (Cal OES) and appropriate agencies, provided an overview on the current status of the water systems impacted by the Camp Fire, what has been done, what the next steps are, and address questions from the community.

## View Meeting Video

 [Answers to FAQ's from Meeting \(194 KB\)](#)

 [Draft Water System Recovery Plan \(3.34 MB\)](#)

# Tell Sacramento You Need Water!

Operating the PID water system is expensive—especially considering that more than 95% of the district's annual operating expenses are fixed.

We are asking that the state General Fund provide a \$21.69 million one-time appropriation to PID, allocated to PID's operations and maintenance costs over the next three years.

PID has approximately \$3 million in reserves it's using to maintain operations during this chaotic time; without the requested one-time appropriation from the State General Fund, PID will be insolvent in less than six months.

Without this funding, our community's water district will not survive. Without water our community cannot survive.

## Two Ways to Show Support

Online:

[Sign the online petition at Change.org.](#)

Mail In:

 [Download and print the letter template \(13 KB\)](#)

# Requesting your water service be turned on.

It may take two-weeks from the time your street pipeline has water to the time when your meter is activated. PID crews will place a long green stake/stick at meter to indicate the meter has non-potable (non-drinkable) water service. If the green stake is present customers can turn on the valve to restore non-potable (non-drinkable) water to their homes.

If your street has been listed for two weeks and you are still waiting for water service, please let us know [HERE](#).

***We are experiencing a large number of requests to turn water on. It may take several days or weeks to restore water to customers - even if your street has water. We ask that you not call a 2nd time to request service: Please help us keep our phone lines open for new requests. Thank you.***

## Water Quality Information

The water in Paradise is non-potable (non-drinkable).

We've moved all water quality information to a dedicated section of the website: <https://pidwater.com/wqadvisory>

Important updates on water quality testing, water advisories for PID customers, processes regarding your meter and service, as well as important steps to take once we turn the system back on, can all be found [HERE](#):

[Facebook @PIDWater](#)

[Twitter @PIDWater](#)

[NextDoor.com](#)

## Alternative sources for potable water

### In Paradise

### Bottled Water Distribution – Paradise Irrigation District Customers (must confirm residency)

at Hope Center / Re-entry Center - 311 Circlewood (Corner of Skyway and Neal Road behind the Paradise Sign)

One case of water per day per household

Hours: 9 am - 4 pm Monday thru Saturday

#### **Self-Serve Potable Water Fill Station (Up to 5 Gallon Containers)**

PID Treatment Plant - 13888 Pineneedle Drive (Near the intersection of Skyway and Coutelenc Road), Magalia

Bring Your own Containers

Hours: 7 am - 4 pm Monday thru Friday

Hope Center / Re-entry Center - 311 Circlewood (Corner of Skyway and Neal Road behind the Paradise Sign)

Hours: 9 am - 4 pm Monday thru Saturday

## Local Licensed Water Haulers

- Ben Porta Showers - 720 Colusa Highway Gridley Ca 95948 - (530) 846-4110
- Butte Water Truck Service - 5656 Miners Ranch Road Oroville Ca 95966 - (530) 589-0645
- Craig Dewsnup Trucking - 179 Little Avenue Gridley Ca 95948 - (530) 846-3116
- L & L Farms - 4577 Midway Richvale Ca 95974 - (530) 882-4343 Cell: (530) 521-3147
- Tough Company Fire Inc. - 2669 Highway 32 Chico Ca 95973 - (530) 774-2384

 [The complete list of Food and Drug Licensed Water Haulers \(128 KB\)](#)

## South Feather Water & Power (SFWPA) offers public filling stations as follows:

(SFWPA has the capability to fill most types of bulk water containers)

For potable water tanks with an appropriate air gap:

South Feather will inspect the tank and fill free for Fire Victims. Bring proof of residency.

SFWP headquarters  
2310 Oro Quincy Hwy  
Oroville CA 95966

between the hours of 7:30 – 4:30 Monday - Friday  
check in with the front office  
Cost: Free to Fire Victims

### 5-gallon Jug Stations – Free of Charge and open 24/7

**Fire Station in Bangor**  
7540 Oro-Bangor Hwy  
Bangor, CA 95914

**Miners Ranch Water Treatment Plant**  
234 Kelly Ridge Road  
Oroville, CA 95966

**Headquarters**  
2310 Oro Quincy Hwy  
Oroville, CA 95966

## Non-potable water for debris clean-up

Non-potable water available for debris clean up.

- DO NOT DRAW WATER FROM ANY HYDRANT LOCATED ON SKYWAY
- DO NOT OPERATE HYDRANT VALVES.
- USE ONLY THE 2" GATE VALVE ATTACHED TO THE CONSTRUCTION METER.

 [Construction Water Locations - Paradise \(2.59 MB\)](#)

## Where We're Working Now

- Most major streets are filled with non-potable water. Crews will be turning on small street pipelines as they can get to them.
- Crews will be focusing on system repairs and leaks as well as turning on services.
- Many meters are damaged and crews are working to repair the damaged meters to restore service to those still waiting on water service.

## PID's System Recover Map

We are still working on a technical issue that prevents the map from loading in Google's Chrome browser. **You may view the map in Edge, Internet Explorer, Safari or Firefox.**

The following water system information is prepared and updated by PID and is subject to revision. PID does not guarantee the accuracy of this information nor its fitness for a particular use.

**Water Quality Investigation:** The green and red circles on the map show investigative test results for benzene. PID HAS NOT LIFTED IT'S WATER ADVISORY FOR PARADISE RESIDENTS. Customers are strongly urged to continue to follow the instructions on the advisory until PID drops the advisory. Details can be found here:

<https://pidwater.com/wqadvisory>

**Mainline Activation:** Water lines filled with water are green. Parcels that can receive water are also highlighted in ORANGE. AN ORANGE PARCEL DOES NOT MEAN THE WATER HAS TESTED SAFE - WATER IS NON-POTABLE. Use the search feature at the top of the map to navigate to your address to view status. If your lot is ORANGE you may turn water on at your meter's customer valve.



**Paradise Irrigation District** Water Quality Monitoring for Benzene

6332 Clark Road

**Start by searching for your address**

**Legend**

**PID**

**Samples**

- Meets all safe drinking water standards
- Exceeds drinking water standards

**PID Service Area**

- Filled
- Not Filled

**Main Status**

- Filled
- Not Filled

**Parcel Status**

- search for your address to see the status of water on your parcel.

Map is updated nightly at 10 pm

Does not work in Google Chrome at this time.

[View the full map here](#) (does not load in Google Chrome)

Thanks to Websoft Developers, Inc. who has donated their time and mapping technology to help our water system and town recover from the devastating Camp Fire.

It may take two-weeks from the time your street pipeline has water to the time when your meter is activated. PID crews will place a long green stake/stick at meter to indicate the meter has water service. If the green stake is present customers can turn on the valve to restore water to their homes.

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# Was this article helpful?

We are always looking for ways we can improve our services. If you need additional help please [contact customer service](#).

If you'd like to give us some feedback on this article or the website [click here](#).

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Yes, this article was helpful.