



NEVADA IRRIGATION DISTRICT
2023 IRRIGATION SEASON
GENERAL INFORMATION AND FREQUENTLY ASKED QUESTIONS

Enclosed please find your 2023 statement for irrigation water charges. **IF THERE IS NO CHANGE in your water requirements or your crop information, please remit payment on or before April 03, 2023.** If you would like to change your water purchase or crop acreage information, please indicate the change(s) on the enclosed change form.

Q: I purchased water in 2022 but I do not want to purchase water in 2023. Do I need to do anything?

A: Yes, if you purchased water in 2022 and you DO NOT want to purchase water for the 2023 irrigation season, a **written request must be submitted to the District office prior to April 15, 2023.**

Q: What if I need to change my water purchase?

A: Requests for increase or decrease in water purchase must be made in writing and submitted to customer service. You can mail your request to 1036 West Main Street, Grass Valley CA 95945 or submit your request via email to customerservice@nidwater.com. If a change in water delivery is requested after delivery has started, charges will be prorated, and a \$119.00¹ special service call fee will be added.

Q: I voluntarily reduced my water purchase during the drought, how do I reset my purchase?

A: If you voluntarily reduced your purchase for the duration of the drought emergency, and you indicated that you wanted your purchase restored once the drought declaration has been rescinded, **your pre-drought purchase has been automatically restored for the 2023 season.** If you want to continue to receive the reduced purchase amount, please submit written request to customer service.

Q: When is my bill due?

A: Payment of the total current charges will receive a 5% discount, if received at the district office no later than **April 3, 2023.** Alternately, customers can pay charges in three installments as follows²:

- One third (1/3) of the total charge **DUE APRIL 3 OR PRIOR TO RECEIVING WATER.**
- One third (1/3) of the total charge due June 15. If payment is not received by July 15, a 10% penalty may be added to the account.
- Balance of total charges due August 15. If payment is not received by September 15, a 10% penalty may be added to the account.

Q: How can I pay my bill?

A: There are several convenient ways to make payment:

- Pay by mail using the return envelope that will be enclosed with your billing statement;
- Pay in person at the NID Office, 1036 West Main Street, Grass Valley, 8 am – 5pm, Monday – Friday;
- Pay in a drop box located at 1) outside the gate at the NID North Auburn Water Treatment Plant, 12200 Locksley Lane, Auburn or 2) Safeway, 2500 Bell Road, Auburn, outside near store entry;
- Visit www.nidwater.com and click *payment portal*. Create your username and password or make a one-time payment. Payments are subject to a \$3.75 fee per transaction of up to \$1,000.00.

¹ Add 25% to a charges above for ex st ng accounts serv ng and s outs de the D str ct

² Outs de D str ct customers are b ed n two nsta ments

Q: When does the season start?

A: *Summer service* will begin on or about April 15 through October 14; *Fall service* will begin on or about October 15 through December 1³; *Winter service* will begin on or about October 15 through April 14.

Q: What if I am not getting all my water?

A: Irrigation water is delivered through open canals and therefore subject to pollution, shortages, fluctuations in flow and interruption in service. If you are experiencing interruptions or reduced flows please contact Customer Service at 530-273-6185 option **3**, Monday – Friday, 8 am – 5 pm or via email to customerservice@nidwater.com. A Customer Service Representative will help you troubleshoot and if needed, a Water Distribution Operator will be dispatched within 24-48 hours to check your delivery box and ensure full delivery. Service calls may be subject to a \$119.00¹ special service call fee or a \$246.00¹ after hours service call fee.

2023-2024 Fall & Winter Water Canals			
The following canals may offer fall or winter service.			
This is not a guarantee of service. Fall and/or winter water availability is subject to change.			
Allison Ranch	Dudley	Little Ophir	Renken
Beck	Edgewood	Lincoln	Rielli
Bogdanoff	Forbes	Livingston	Riffle Box
Buffington	Forest Springs	Lone Star	Rohr-Shanley
Camp Far West (CFW)	Gold Blossom	Maben (canal on a freeze)	Rough & Ready
Cascade	Gold Hill I	Magnolia II North	Rudd
Cement Hill	Gold Hill II	Magnolia III	Smith Moulton
Chevalier Pipe	Grove	Meyer/Bierwagen Pipe	Snow Mountain
Chicago Park	Herkomer Pipe	Newtown	Sontag
Chicago Park East	Hymas	Nicklas	St Patrick's
Chicago Park West	Iron Canyon	Oest	Stringham
Columbia East	(Limited section)	Old Whiskey Diggings	Sunshine Valley
Columbia West	John Henry Meyers	O'Leary Pipe	Thomas
Combie Phase II/III	Kilaga Springs	Pickett	Upper Grass Valley
Combie Ophir I	Kyler	Pickett North	Valley View
Combie Ophir II	Lateral 1 (CFW)	Rattlesnake	Vernon
Combie Ophir III	Lateral 4 (CFW)	Red Dog	Willets
Combie Ophir IV	Lateral 5 (CFW)	Red Hill	Willow Valley
Corey	Lester	Red Hill Reservoir/Pipe	Wiswell Gladding
			Woodpecker

Continued Conservation Encouraged: The District encourages conservation and efficient irrigation practices. Visit www.nidwater.com for the latest conservation and water supply information.

District offices are closed weekends and major holidays. If you have an after-hours, weekend, or holiday **emergency**, please call 530-273-6185, option 2, and our answering service will relay your call to standby personnel who can assist you. Service calls may be subject to a special service call fee.

³ Subject to availability