



NID Community Survey 2022

A snapshot of customers' and residents' views about water and NID

Comments by Category

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General NID

Keep up the great work. 8/14/2022 07:52 PM

I know you'll do your best to keep Nevada Countians well hydrated and healthy. 8/12/2022 12:07 PM

Thank you for the water 8/11/2022 12:31 PM

Need to pay your rank and file employees more to keep up with inflation and attract quality/long term workers. 8/11/2022 11:05 AM

i have not trusted NID in years abd do not believe they have a modern, conservation based, sustainable view of water and water use in our community. The only trust building action was the comments made about the reopening of the Idaho Maryland mine. 8/8/2022 01:26 PM

The current GM and BOD have NID headed in the right direction. The "Plan for Water" will continue those efforts and hopefully provide a blueprint for a viable agency for decades to come. 8/4/2022 12:40 PM

Basically happy with the service, stewardship and quality 8/8/2022 11:33 AM

I appreciate having a reliable diut e of water. 8/7/2022 11:03 AM

Stop raising rates and telling us to conserve. Stop telling us when we can and can't use water. Stop allowing more people to draw from your water if you can't meet demand of current customers. 8/7/2022 10:28 AM

Please continue to work toward long term sustainability of water supply for Nevada County residents. Thanks for all you do!! We appreciate your work and dedication to the community. 8/7/2022 8:53 AM



General NID (continued 2)

After reading the NID GJ report a new board of directors is urgently required! People will be watching!
8/6/2022 8:14 PM

I love that you keep Rollins full! 8/6/2022 7:28 PM

Please expand your water supply to people who live on private roads! 8/6/2022 7:40 PM

Good job 8/6/2022 5:02 PM

NID boards have done a great job to date. While there will always be room for improvement, I appreciate the policies that have ensured a reliable water supply. 8/6/2022 3:13 PM

For 20 years we lived with a well and all the cost and headaches. We moved to Alta Sierra 2 years ago and love the NID water. Affordable, consistent and when the power is off, the water runs! 8/6/2022 2:57 PM

Just glad it is available. I wouldn't buy land without it. 8/6/2022 12:57 PM

Take care of the resource stay away fro politicization of the resource. 8/4/2022 1:59 PM

Very happy you kept water flowing during the power outages 8/5/2022 8:44 PM

NID destroyed my life when I was in a very bad situation. 8/5/2022 7:38 PM

Bid good value 8/5/2022 5:22 PM

NID EMPLOYEES FRINDLY AND HELPFULL1 8/5/2022 1:00 PM

Constant communication about reservoir storage levels. 8/5/2022 11:46 AM

I really don't have any complaints, just keep doing what is needed to supply our water.....Thanks
8/5/2022 9:30 AM

Thank you for all you do! 8/5/2022 7:38 AM

Please keep our lakes full and clean! 8/5/2022 7:16 AM

Region would die and become a much less desirable place to live, without NID 8/5/2022 3:41 AM

Do not use PG&E as your role model. 8/5/2022 2:11 AM

Thank you 8/4/2022 10:24 PM

You are doing a good job but there is always room for improvements. 8/5/2022 11:22 AM

You have more water than you believe. I'll leave it at that... 8/4/2022 10:11 PM

Thank you for what you do to keep our water as good as it is. 8/4/2022 9:40 PM



General NID (continued 3)

Thank you for doing such a good job to keep everything working for all of us. 8/4/2022 9:22 PM

Great job NID team! 8/4/2022 9:12 PM

Keep up the good work 8/4/2022 8:28 PM

We are so fortunate to have NID in our region. You do a great job. I am very pleased to see you taking planning serious with your Plan for Water. 8/4/2022 8:12 PM

Keep up the good work, you are doing a great job. 8/4/2022 7:52 PM

I understand what you are facing in the future. 8/4/2022 7:35 PM

Since we do not have a well, we rely on NID for water 365 days of the year. The Spring and Fall switch over often causes problems for us. I know you are always challenged at these times as well! Your people in the field, as well as those in the office, are always helpful and courteous! 8/4/2022 10:16 PM

Our household has had a positive experience with NID, from handling a bill due to an unexpected leak, to enjoying the lakes and NID canals for walking. Concerned that our water is being shipped out of the area to uncontrolled growth down the hill. 8/4/2022 6:42 PM

Fight mining & keep water flowing 8/4/2022 6:21 PM

I'm satisfied with NID and the way you're monitoring the supply and demand. 8/4/2022 5:36 PM

Please work on cutting your costs. 8/4/2022 5:25 PM

Good job in hard economy and climate changes. 8/4/2022 5:22 PM

Thank You 8/4/2022 5:04 PM

More information on the challenges you face and how they are being addressed. More info on what the public can/ should do. 8/4/2022 4:52 PM

1. Honesty & transparency with the public needs major improvement. 2. Need to greatly improve their Dutch water system, i.e.,leakage & evaporation. 8/4/2022 4:29 PM

Keep up the good work 8/4/2022 4:20 PM

Creative Water management ideas should be explored 8/4/2022 4:18 PM

Thank you for your service 8/4/2022 3:58 PM

Appreciate what you do for Lake of the Pines 8/4/2022 3:56 PM

Actually, I am not a customer of NID. I am a customer of North Yuba Water District. I am honored by your transparency and good stewardship. 8/4/2022 3:55 PM



General NID (continued 4)

protect our water rights 8/4/2022 3:48 PM

When and where the water is going!!! 8/4/2022 3:47 PM

Service has been terrific and every employee I have dealt with has handled all issues with courtesy and efficiency. 8/4/2022 3:39 PM

NID needs to recognize the obvious; climate changes equate to chaotic future availability of water and snow pack. NID should focus on the basics of providing an affordable, stable and reliable water source for residential and agricultural use as first priorities. The district must fix and maintain the infrastructure it has now. This infrastructure will be critical to providing life sustaining water in the uncertain times ahead. My advice is to stay with the basics and do it well. 8/4/2022 3:35 PM

We appreciate your care of the water system. Urban developers should not expect endless increases in water they can use. 8/4/2022 1:36 PM

Question four is poorly written. Overall, NID a good job managing water resources. Would be nice if you ask for answer with question four that NID provide what the organization has accomplished the past year(s) and what is planned for future. I, as a citizen, have no idea what NID had done regarding water issues. More public awareness would help. Thanks for listening. 8/6/2022 9:56 AM

i am satisfied with the service 8/4/2022 3:07 PM

NID seems to doing the best you can with the water available. We need more snow, rain and containment facilities.. 8/4/2022 3:05 PM

The District was founded on the mission to supply water for agricultural use. It appears that NID is losing sight of that. NID also needs to focus on cost cutting rather than simply raising rates. Upper management is way too top heavy. Too many chiefs and not enough worker bees. 8/4/2022 3:01 PM

You do a fantastic job all around. Nevada County is extremely fortunate to have NID. Live in Rancho Cordova or North Sacramento and you'll really learn the value of quality water supply and service. 8/4/2022 3:00 PM

I am confident that NID is making the best decisions for our district. Some worries are out of their control. Climate change, excessive loss to fires and irresponsible users. About the hours being convenient, I use the internet options so convince relates to my needs. 8/4/2022 2:56 PM

Keep up the good work on our behalf. 8/4/2022 2:47 PM

Ensure quality and transparency 8/4/2022 2:47 PM

The 2021 - 2022 grand jury report is very unfair to NID and full mis information. 8/4/2022 2:45 PM

I have seen private water trucks filling from fire hydrants without using water meters. You might want to audit the different companies doing business with NID. 8/4/2022 2:42 PM

Good overall 8/4/2022 2:18 PM



General NID (continued 5)

NID's input is critical to the quality of life in Nevada City and Grass Valley especially as our community grows in size. I appreciated the presentation made at the public hearing regarding the Rise Gold's EIR. From my perspective, our community water is a priority over major private commercial enterprises. Thank you! 8/5/2022 11:39 AM

Keep doing the things you're doing; ignore the nay-sayers 8/4/2022 2:12 PM

When we have had contact with the personnel it has always been pleasurable. The services have been equally great. 8/4/2022 1:58 PM

Our water rights are a privilege and we pay a lot for this privilege, something should be looked at to the people not paying their share and taking water irresponsibly 8/4/2022 1:57 PM

I'm not a customer 8/4/2022 1:42 PM

I am in Nevada County but not supplied water by NID 8/4/2022 1:40 PM

Thanks for good water 8/4/2022 1:23 PM

Households rely on your efforts! 8/4/2022 1:15 PM

Job well done 8/4/2022 1:11 PM

You have mighty fancy expensive new trucks. 8/4/2022 1:09 PM

We appreciate everything NID is doing with supplying our water to our home 8/4/2022 1:06 PM

The future years will be tough. Thanks in advance for the difficult decisions you will have to make. 8/4/2022 12:58 PM

Keep up the good work. Very satisfied. 8/4/2022 12:45 PM

Hang in there. Do your best. 8/4/2022 12:45 PM

Your leadership is a huge value to our community. 8/4/2022 12:37 PM

Your employees need to learn a lesson in humbleness 8/4/2022 12:34 PM



Treated water—water quality

Added chemicals due to increased upcountry septic and other contamination is unfortunate. There may be no alternative to the current level of additives but the water is not as chlorine free in taste as in the old days. We will need more dams, despite environmental concerns, to secure our water independence in the future. 8/15/2022 02:46 PM

I live in Alta Sierra and my water is delicious. Thank you! 8/8/2022 12:36 PM

Water quality is impressive. 8/7/2022 4:12 PM

Love the clarity & taste of NID water 8/7/2022 10:17 AM

Sometimes the water has a grey color, looks like some sort of debris. Notice it in toilet and running bath water Sometimes 8/6/2022 2:49 PM

The residential water tastes like lead and impossible to drink or cook with, so I use only bottled water 8/5/2022 12:39 PM

It would be great to fluoridate the water. 8/5/2022 9:08 AM

I appreciate our beautiful quality water 8/4/2022 10:12 PM

I am concerned about microplastics in our water supply. Are you testing it? 8/4/2022 6:01 PM

it still tastes like chlorine to me 8/4/2022 5:56 PM

Tap water has a chemical taste. 8/4/2022 3:09 PM

Best tasting tap water I've ever had. 8/4/2022 5:21 PM

No raw water for city services... 8/4/2022 1:32 PM

When I was a child I could drink our water right from the tap or hose. Or was sweet pure and tasty. Now I won't drink the tap water unless it is filtered through a zero filter. Now It smells bad. I'm afraid to drink it and sometimes to bathe. Purity is my major concern. 8/4/2022 1:01 PM

Drinking filtered NID tap water has caused numerous health issues for me since I started drinking it in 2015.

Since I stopped drinking it last September my health has started to improve. NID needs to do more extensive testing and adopt higher water quality standards. 8/4/2022 12:53 PM

I SEE COMPANIES/RESIDENCE WASTING WATER CONSISTANTLY 8/4/2022 12:42 PM

Keep water free of contamination first & foremost 8/4/2022 2:00 PM



Raw water—irrigation

We have had recurrent water irrigation supply blockages, especially on weekends. It is now harder to access emergency response help, with remote call center. We would like to know what the outcome of investigations show, such as water stealing upstream or what happened, perhaps with a web site that lists calls, investigations and outcomes available to the public. If there are water thefts, they should be prosecuted. Some people with ag irrigation can lose crops with these outages, and it takes hours, if not days, to get systems back functioning well. NID used to feel like a friendly, local resource, but now it seems to be big business that doesn't have time to listen to customers as much. However, there have been great improvements with a new Board and Director. I was very disappointed that the board basically pushed Laura Peters out, she seems the most qualified of all the Directors. I do NOT want to see the Centennial Dam completed, or more money spent on this project.

All newly constructed houses should the ability to use Gray water for irrigation. We all use too much clean water for landscaping. 8/12/2022 03:36 PM

Need more of the raw water ditches, extensions opened up 8/11/2022 08:32 AM

Seniors on slim fixed incomes need assistance or may lose only asset, their home. Many with ditch water waste it- those who receive it should be vetted for true need and others should be cut off. 8/8/2022 10:16 AM

I have been on a wait list for years, for winter water and need the most minimal amount to water my horses....being in real estate I see water leaks and water wasting all the time 8/8/2022 09:43 AM

If fees for Ag water continue to rise, many can no longer afford to purchase thereby reducing the county's ag/food base. This also leads to more dead and dying vegetation and increased fire hazard. 8/7/2022 11:50 AM

Have more flexibility in raw water utilization regarding beginning and ending irrigation season 8/7/2022 9:02 AM

don't forget the farmers 8/6/2022 4:42 PM

Please force metering on raw water and raise raw water rates. Stop the free historical legacy raw water low rate structure. Same water-some treated some not. Interconnect all reservoirs (via tax initiative) to maintain reserve levels. Would like to see billable (good rate structure to subsidize) pressurized irrigation grade (untreated-purple pipe) water system to reduce drought, increase fire retardant protection and improve green health of oak trees to start. 8/6/2022 9:11 AM

We would appreciate more help when the infrequent repairs are required and NID does not repair them... 8/5/2022 11:45 AM

You are doing a good job but there is always room for improvements. 8/5/2022 11:22 AM

Since we do not have a well, we rely on NID for water 365 days of the year. The Spring and Fall switch over often causes problems for us. I know you are always challenged at these times as well! Your people in the field, as well as those in the office, are always helpful and courteous! 8/4/2022 10:16 PM

Local farmers should receive heavily discounted rates or grandfathered-in rates to help promote local agriculture, grazing and land management. 8/4/2022 7:13 PM



Raw water—irrigation (continued 2)

Water for families and farmers is job 1. 8/4/2022 5:27 PM

Agriculture and small farmers In are community supply food in case of emergency's and Optimal health optimal health if we work as a community Clean water fresh food and prosperity bring joy and peace and love for each other and will stop the anxiety and Mental illness to our community. 8/4/2022 4:35 PM

Very satisfied with my irrigation water 8/4/2022 4:30 PM

Try to avoid using roundup and other toxic herbicides around the ditches and tell your ditch customers when you are going to use the poisons so we can shut off the water before we poison our ponds which has happened and killed our pond life and introduced massive algae populations. Thanks 8/4/2022 4:25 PM

Cover the ditches, less evaporation and theft of water. 8/4/2022 4:21 PM

Stop selling rural domestic customers by the miners inch. It WASTES water 8/4/2022 4:05 PM

Water rates need to be revised to stop allowing people to buy "ag water" when they aren't producing ag commodities. 8/4/2022 4:02 PM

Focus on irrigation water for agriculture, more storage (Centennial), wise use from dewatering the Idaho Maryland mine. 8/4/2022 4:01 PM

Priority to rural raw water customers over large Ag or water transfers to SoCal 8/4/2022 1:21 PM

Please allow neighbors with 5-10 acres to access water again, Before large ranches 800 acres...{Maben canal} 8/4/2022 12:53 PM

Teach people how to use less water and improve water infiltration on their own land. 8/4/2022 12:46 PM

Offer irrigation rebates 8/4/2022 12:45 PM

Being on a private arm of the ditch, we haven't got water for 2 years. Granted, this isn't NID's problem as it's A private arm off Wolf Hannaman, but as they're happy to take our money they should be more willing to help with infrastructure and theft, even on private arms of the canal. 8/4/2022 12:43 PM

You are putting ranches out of business with your rates and lack of service of raw water 8/4/2022 12:40 PM

Many of the boxes get clogged by algae growing in the canal. This causes lots of issues with loss of water pressure and supply. 8/4/2022 12:31 PM

Agriculture uses far more water than anyone else and so should lead the way on conservation.



Drought, conservation, climate change

What can be done to ensure CA has enough water for future? 8/10/2022 11:10 AM

NID should focus on conservation, incentives to encourage conservation, fairness to all customers, sustainability, preserve the environment, no new dams, maintaining the infrastructure. 8/8/2022 12:51 PM

your customers need to conserve more and most people need to be more incentivized to do so. 8/7/2022 5:04 PM

Need to enforce abuses of landscape watering 8/6/2022 10:23 PM

Very concerned about maintaining adequate. water supply into the near future in the midst of a mega-drought, with increasing demand. 8/6/2022 5:41 PM

We always responsible with water use; low use appliances, web based irrigation, drip technology, etc., but then asked to cut use. We are cutting from an already conserving position, when others have overuse to cut. Seems we are being penalized for our responsibility. 8/6/2022 8:24 AM

There should be more programs that incentivize lawn removal. 8/5/2022 10:11 PM

can you point out those who use excess water??? 8/5/2022 4:08 PM

Push politicians to make solving our water shortage more important than anything else in Calif 8/5/2022 10:39 AM

Provide a response to where the water goes when we conserve? 8/4/2022 4:51 PM

The bid watershed property needs to be maintained and defensible again wildfires.8/4/2022 7:23 PM

Because of the price increase our neighbors are letting their pastures go dry. Very sad. 8/4/2022 6:16 PM
maintain your property for fire protection 8/4/2022 5:56 PM

We let our lawn die 8/4/2022 5:05 PM

promote and reward conservation measures such as low usage, planting drought resistant species, etc. and punish wastefulness. charge more to those who use more and charge less to those who use less. 8/4/2022 4:48 PM

Too many of my neighbors waste water on grass lawns. 8/4/2022 4:02 PM

Provide add'l info to community re. ways to permanently conserve 8/4/2022 3:57 PM

Provide recycled water for home landscaping. 8/4/2022 3:57 PM

Keep Nevada County green, don't tell people to cut back on water when you know that what we don't use just goes down the hill. Tell people to water their trees and plants to keep moisture in the air and our trees healthy. 8/4/2022 3:39 PM



Drought, conservation, climate change (continued 2)

NID needs to recognize the obvious; climate changes equate to chaotic future availability of water and snow pack. NID should focus on the basics of providing an affordable, stable and reliable water source for residential and agricultural use as first priorities. The district must fix and maintain the infrastructure it has now. This infrastructure will be critical to providing life sustaining water in the uncertain times ahead. My advice is to stay with the basics and do it well. 8/4/2022 3:35 PM

Promote a plan for evacuation over the Scott's Flat Dam. 8/4/2022 3:01 PM

There is no enforcement for water waste. Neighbors waste an extreme amount of water every summer due to irresponsible irrigation..100,000s of gallons. 8/4/2022 2:53 PM

I believe the community needs more education and access to means (rebates, credits, low cost materials) for options like gray water systems and rainwater collection to decrease use of potable water for non-consumable purposes. 8/4/2022 2:14 PM

We flush the majority of water. We need to get past the ick factor and implement waste water conversion to drinking water. Demonstration projects in So. Cal. are producing 30-40MM gal a day. New Mexico has a couple of cities/counties with this being used into the drinking water system. 8/4/2022 2:14 PM

Climate change is a political hoax perpetrated by greed and power. 8/4/2022 2:13 PM

I am very interested in flood control and fire fighting which a reservoir also provides for. 8/4/2022 1:29 PM
When being asked to reduce usage by 20%, you don't take in to consideration previous years reductions. We generally use way less than 50gal/day/pp. Seems unfair to ask for further reductions. 8/4/2022 1:26 PM

Would like to see more rebates like PCWA. 8/4/2022 1:24 PM

We get mixed signals about how dire the water shortage is in this area. NID puts on a happy face in their reports about reservoir capacity, etc, but we know there is a drought and other areas are suffering. 8/4/2022 1:12 PM

PLEASE establish policy that advocates for realistic user growth only when an adequate water source is available during "drought" years. 8/4/2022 1:06 PM

Climate change and Drought are real. New housing developments that rely on NID water need to be carefully thought out. 8/4/2022 12:58 PM

Long range outlook for water availability? 8/4/2022 12:54 PM

Loss of fresh water with climate change and the lack of rain is an existential threat. I'm very worried about the collapse of our water supply in the long & short term. 8/4/2022 12:49 PM

We need to make sure people don't waist water 8/4/2022 12:35 PM

Water supplies are going to get tighter as average temperatures rise over the years



Customers

to many new dwelling being build. water?????? 8/7/2022 5:49 PM

Have a private well. Do not have access to NID. Am very close to Idaho Maryland Mine and would like to have access to NID but it is not affordable. 8/7/2022 10:55 AM

Stop raising rates and telling us to conserve. Stop telling us when we can and can't use water. Stop allowing more people to draw from your water if you can't meet demand of current customers. 8/7/2022 10:28 AM

you send out the bills with only a few days to pay and then charge a late fee 8/6/2022 7:47 PM

Please expand your water supply to people who live on private roads! 8/6/2022 7:40 PM

Please set up easier and cheaper ways to pay bills electronically. 8/6/2022 5:29 PM

I'd like to receive direct information from NID rather than have to find it in The Union. 8/6/2022 2:58 PM

Smart meters would be helpful in knowing our usage instead of waiting for a bill. 8/5/2022 9:45 PM

can you point out those who use excess water??? 8/5/2022 4:08 PM

Care for customers 8/5/2022 9:59 AM

Urban sprawl in Placer and Nevada Counties is a dead end street. Growth at any cost is a bad investment. In terms of transparency it seems the NID board and leadership leans towards continued sprawl which will mean lower quality of life for most of us. Thanks for asking. Hope you'll take suggestions to heart. 8/5/2022 9:46 AM

Do ever answer or read your emails? 8/5/2022 9:14 AM

I would like to see timely communication with regard to a high usage notice. Snail mail takes to long to notify of a potential leak or pipe break. A urgent text, email or phone call would save so much WATER and MONEY. 8/4/2022 7:07 PM

When you ask for reduction in water usage it would be helpful knowing what the history is 8/4/2022 6:04 PM

Bill us every 2 months 8/4/2022 4:38 PM

I'm Concerned about the population growth and the impact it has on this finite resource. 8/4/2022 4:14 PM

As a consumer, I'd like bill paying to be more convenient withOUT additional fees (eg eft) 8/4/2022 3:25 PM

We are asked to conserve by using 20% less than 2020. NID does not make it easy to see how much was used in 2020. That should be part of the monthly statement. 8/4/2022 1:50 PM



Customers (continued)

Needs to patrol lines and enforce poaching from non-payers 8/4/2022 1:30 PM

I pay for having NID treated water "available" at the front of my property. Very costly to actually hook it up. I think that is a bad value. 8/4/2022 1:12 PM

Stop charging for autopay!!! 8/4/2022 1:09 PM

Let us know about Canal outings through text messages 8/4/2022 1:06 PM

Probably should not expand customer base to protect adequate supply for existing customers.
8/4/2022 12:55 PM



Watersheds—stewardship

We need to preserve our water shed and maintain the rivers and streams for the future - no dam on bear river 8/8/2022 04:56 PM

Salmon need access to their spawning grounds in order for them to survive in the future. They are struggling to survive Hemphill dam was supposed to be altered years ago to accommodate farmers and fish. It is important to follow through in this process in order for salmon to have a viable future.

8/6/2022 2:08 PM

Continue good stewardship and reliability 8/5/2022 7:40 PM

Fish passage is important to the community as it relates to the health of the environment and the well being of the land. Hemphill Dam in Lincoln has tarnished NID'S image and this should not be. As you claim to be good stewards of the land, has construction begun on fish passage at the Hemphill Dam Site? I hope so?

8/4/2022 9:06 PM

Expectations that NID respond to the water needs of the district and community, while protecting the environment as part of water stewardship. 8/4/2022 1:10 PM

NID must protect the watershed and the water source and delivery. Recreation should come last. Water is a critical, almost scare commodity. Everyone needs to wake up to the realities of the 21st century and the impacts of climate change. Water cannot be wasted. There is no alternative. 8/4/2022 12:59 PM



Infrastructure

Water rates are increasing dramatically with few improvements. NID needs to invest in maintaining their systems and upgrading undersized water distribution systems to plan for the future. 8/10/2022 11:56 AM

Your lack of fencing standards, lack of community involvement and lack of care are resulting in fragment wildlife corridors, fire escape blockages for neighbors and community discord. 8/8/2022 09:11 PM

Because of my system I can only water 12 to 14 hours a day but because of the antiquated delivery system I pay for more water than I can use. This needs to be addressed by the board. 8/5/2022 11:25 AM

Provide more efficient water distribution system. Dirt ditches that leak seems archaic when water should be conserved 8/4/2022 6:45 PM

Cover the ditches, less evaporation and theft of water. 8/4/2022 4:21 PM

NID needs to recognize the obvious; climate changes equate to chaotic future availability of water and snow pack. NID should focus on the basics of providing an affordable, stable and reliable water source for residential and agricultural use as first priorities. The district must fix and maintain the infrastructure it has now. This infrastructure will be critical to providing life sustaining water in the uncertain times ahead. My advice is to stay with the basics and do it well. 8/4/2022 3:35 PM

Internal systems are antiquated 8/4/2022 2:39 PM

Fix and maintain current infrastructure. Follow grand jury recommendations. 8/4/2022 12:48 PM



Water storage

Please build the new dam 8/9/2022 06:03 AM

No dam! 8/9/2022 01:14 AM

No more dams 8/8/2022 05:17 PM

We need to preserve our water shed and maintain the rivers and streams for the future - no dam on bear river 8/8/2022 04:56 PM

centennial dam is a dambad idea 8/8/2022 04:41 PM

please build more storage ! 8/8/2022 01:36 PM

You need to respect Native American heritage and the ecology of what is left of the Bear River. Find other options. No centennial dam! 8/8/2022 02:16 PM

We need storage to save what rain we get for the coming climate challenges. 8/8/2022 10:41 AM

Build more storage 8/8/2022 08:12 AM

Any decision regarding water storage has to take into consideration our environment. Please consider alternative means for water storage. 8/7/2022 6:39 AM

Need to increase water storage capabilities 8/6/2022 3:24 PM

We need to preserve our water shed and maintain the rivers and streams for the future - no dam on bear river 8/8/2022 04:56 PM

you are not going to build a dam. please do a better job managing agricultural ground water. 8/6/2022 9:03 AM

We need more dams to address the dwindling water supply. 8/5/2022 3:11 PM

Lobby for storage - 8/5/2022 11:11 AM

Keep up the good work! Need more ability to store water...build more dams to accomplish this important task. 8/5/2022 10:05 AM

It makes sense to build the Centennial reservoir for future water and power needs. 8/5/2022 8:37 AM

please no centennial dam , too much money wasted on this project keep up the good work thanks 8/5/2022 8:07 AM

Build more storage facilities 8/5/2022 6:56 AM

We need more reservoirs. 8/4/2022 9:23 PM

I favor the centennial dam - we need it as soon as possible. 8/4/2022 9:08 PM



Water storage (continued)

Kill Parker/Centennial dam once and for all. Get Placer County to reconsider closing the Bear river campground. 8/4/2022 8:27 PM

I have a well but I want California to increase supply which the have neglected for years we need more storage 8/4/2022 8:00 PM

california needs more water storage 8/4/2022 7:58 PM

It's essential to maintain existing infrastructure and look to new storage for long term supply and reliability. An important secondary goal should be maintaining and expanding hydropower, which is probably the best renewable based on ability to ramp up and down, availability without needing sun or wind, and long-term reliability. 8/4/2022 7:56 PM

Do NOT dam the BEAR River 8/4/2022 7:39 PM

NID needs to restore storage capacity in Greenhorn Creek 8/4/2022 6:44 PM

Build the Continental reservoir 8/4/2022 4:31 PM

Focus on irrigation water for agriculture, more storage (Centennial), wise use from dewatering the Idaho Maryland mine. 8/4/2022 4:01 PM

Keep supplying locals. We don't need a new dam! 8/4/2022 3:21 PM

Don't try to expand water services or storage facilities! If you need to, reduce water use in recreational residential ponds. 8/4/2022 3:02 PM

NID should focus on conservation, incentives to encourage conservation, fairness to all customers, sustainability, preserve the environment, no new dams, maintaining the infrastructure. 8/8/2022 12:51 PM



Water rates

Try to keep the price of water service affordable for everyone 8/10/2022 06:31 AM

Water prices have gone up to far and too fast 8/8/2022 04:16 PM

Retired, fixed income, NID needs to watch rates and costs. 8/7/2022 11:18 AM

LOWER THE COST OF THE WATER 8/7/2022 10:36 AM

Try and keep overall admin costs down so that the cost of water stops increasing so much 8/7/2022 7:31 AM

Stop these insane increases 8/7/2022 12:02 AM

give retirees discount water rates 8/6/2022 10:13 PM

Give low income/elderly more of a discount. 8/5/2022 4:21 PM

Please be more transparent about where the water goes and profits and raises for your employees while our costs for the local folks are going up. Please do not say your prices going up to help environment or shortages while your employees incomes going up and your profits remain the same. This is not fair to ask for sacrifices and protect yourselves. No one likes this type of perceived behavior. 8/5/2022 8:37 AM

Hidden charges is a form of dishonesty. 8/5/2022 6:50 AM

Irrigation water is too expensive and unreliable. Treated water is ok 8/5/2022 6:35 AM

Would like a lower base rate for ag. water 8/5/2022 6:28 AM

Rate structure needs to be changed 8/4/2022 7:27 PM

I pay for all of my water but use very little due to drought conditions so it is a bad value since I do not get what I am forced to pay for. 8/5/2022 5:53 AM

Because of the price increase our neighbors are letting their pastures go dry. Very sad. 8/4/2022 6:16 PM

Agriculture should pay their fair share and stop wasteful practices . 8/4/2022 6:16 PM

Only that my pension has not gone up to offset nid rate increases. 8/4/2022 6:16 PM

Not send out restrictions on water use without lowering rates. Rates are outrageous 8/4/2022 5:04 PM

Please decrease rates. Stop giving it away to Southern California and let us have a break in cost. Water is a basic necessity, it should be free to all really. 8/4/2022 4:19 PM

Water rates need to be revised to stop allowing people to buy "ag water" when they aren't producing ag commodities. 8/4/2022 4:02 PM

Quit raising prices 8/4/2022 4:05 PM



Water rates (continued)

Landowners with NID irrigation water seem to pay low rates for limitless and often frivolous water usage while NID domestic water users are asked to conserve. More water should be flowing down the south Yuba River and less water should be wasted on the dry slopes of the foothills. 8/4/2022 3:39 PM

keep prices low 8/4/2022 3:32 PM

Lower rates for agriculture and clean water supply 8/4/2022 2:51 PM

Every year we are cheated out of the water we pay over \$5,000 for. It gets old. Even though we don't get our water, we still pay. Then last year we were charged a drought surcharge. Ridiculous!!! 8/4/2022 2:21 PM

Recreational users don't pay enough to justify the expense NID incurs in managing the recreational facilities. Water users ultimately pay a high rate to subsidize the recreational users. 8/4/2022 1:56 PM

Treated water costs have skyrocketed and are much too high. Going to monthly billing attempted to disguise this and make it easier to afford... which is a good thing or my bill would be over \$800 a month. 8/4/2022 1:52 PM

Cost is too high. 8/4/2022 1:40 PM

Try to keep the price down. 8/4/2022 1:37 PM

Very disappointed our rates have gone up. And how difficult it is to get any answers. 8/4/2022 1:34 PM

Reliable access to water that is safe to use is a human right and should not be dependent on a person's ability to pay. 8/4/2022 1:29 PM

Lower Prices 8/4/2022 1:23 PM

Lower domestic rates and raise farm rates to reflect true usage. 8/4/2022 1:09 PM

#4 is hard to answer because I don't know how much is used for each purpose. Most are important, at least to someone. I think water rates should reflect the amount used. A person in an apartment with no landscaping should only pay for what they use. A person with irrigated horse pasture should also pay for what they use, they should not get a special rate. Commercial agriculture, to grow food, OK, maybe they should get reduced rates since we need food. 8/4/2022 1:09 PM

Retired individuals should have a lower rate, economic impacts on fixed income households are not sustainable.



Recreation

My house is on a well so I don't buy water from NID, but I use the lake. I wish NID provide better access to those who live nearby and allow parking on Casci Road, provided the vehicle is completely off the road. I think the people living on the lake are trying to make this a private lake.

8/6/2022 11:09 AM

Keep water supply lakes from overuse by supply and overpopulation around shore 8/5/2022 6:48 PM

Protect Scott's flat lake. 8/4/2022 11:06 PM

Rollins lake is getting polluted, I live in the neighborhood, why do you allow those horrible 2cycle jet skies where children are playing in the water right next to them. The water is very cloudy and it stinks on weekends. 8/4/2022 9:20 PM

The management of slips at orchard springs is terribly unorganized. They don't have a system to accommodate requests to move slips. They had a spread sheet that was illegible to us and the other workers. They lost the copy of my check last year and asked me to pay a second time. Just a little bit of organization during the winter would make the summer much smoother. It's a complete mess right now.

8/4/2022 6:20 PM

Put more boat slips at Rollins lake 8/4/2022 6:06 PM

Would like to see more public day use access to our reservoirs. 8/4/2022 2:55 PM

Recreational users don't pay enough to justify the expense NID incurs in managing the recreational facilities. Water users ultimately pay a high rate to subsidize the recreational users. 8/4/2022 1:56 PM

I don't use NID water, so I don't have much to say about that? I do use your recreational facilities & it's frustrating for charge the rates that you do, only for the facilities not be taken care of or any rules enforced? If you guys don't care about them, lease that out to someone who might care, or st least have a little vested interest! 8/4/2022 12:57 PM

Keep lakes full well into Summer 8/4/2022 12:43 PM



Trails – berms

I feel that NID should take an active roll in protecting the trails along the canals from greedy land owners. Those of us that use the trails are stewards of the property. It is as important a feature of the neighborhoods as the water itself. 8/8/2022 10:25 PM

NID should allow/ensure public access to ditch trails along Combie Lake so public can enjoy walking trails/recreational opportunities (near Ranchos/Darkhorse). Private owners that blocked access with fencing should be required to remove such. 8/5/2022 8:12 AM

Cover the ditches, less evaporation and theft of water. 8/4/2022 4:21 PM

New land owners are gating off access to NID canal roads. These trails have been used by locals for many decades to exercise themselves and their animals. The fence/gates put up cut off wildlife corridors and animals are getting cut and hurt by the sharp fencing. And these canal roads also serve as wildfire escape routes that are now blocked. NID should work to require public access to these canal trails.
8/4/2022 1:50 PM



Hydropower

It's essential to maintain existing infrastructure and look to new storage for long term supply and reliability. An important secondary goal should be maintaining and expanding hydropower, which is probably the best renewable based on ability to ramp up and down, availability without needing sun or wind, and long-term reliability. 8/4/2022 7:56 PM

I live in cascade shores. When and why do you let water out of Scott's flat? 8/4/2022 1:49 PM

Water delivery- extensions

We pay on the bonds that were issued in the past by NID but get no water. Efforts to extending domestic water to our community receive little support from engineering staff. i am hoping that with an update to the water master plan discussions regarding additional service areas will improve. 8/5/2022 12:25 PM

Development in the NID service area should only be allowed if sustainable 8/5/2022 7:00 AM

We need NID water on Egbert Hill Road, grass valley 8/6/2022 10:22 AM

I want to know why NID has drained the pond on north Bloomfield rd. Because of a repairable leak? They killed all the new and old life that the pond provided for for more than 50 fucking years! Great job and stewardship NID! 8/4/2022 4:29 PM

I'm looking forward for you to start the process of bringing water line onto Maranatha Place soon! 8/4/2022 1:35 PM

More treated water availability 8/4/2022 1:32 PM

We need NID water on Egbert Hill Road, grass valley 8/6/2022 10:22 AM

Groundwater wells

Maintain awareness of how NID's actions affect groundwater. Importance of protecting local wells. 8/9/2022 08:38 PM

No meters on private wells 8/4/2022 5:34 PM

I am TOTALLY AGAINST the state or NID regulating wells. BS 8/4/2022 10:48 PM

Do not let the gov take over independent wells. Do not route local water everywhere else. Limit construction to water resources 8/5/2022 11:19 PM



Selling downstream

We're not happy to hear that about 50% of our water is released to the Delta and out to the Pacific Ocean. 8/7/2022 6:35 PM

Priority with local citizenry, not down the hill 8/6/2022 6:32 PM

Please don't sell or send our water to others. We need it for the future. 8/6/2022 10:13 AM

as drought continues, keep our water in county versus selling to other counties---NID historically in my experience operates as a public utility when convenient to NID and as a private entity again when convenient to NID--a prime issue is the dam at head waters of Rush Creek to benefit a winery, telling concerned citizens this was an NID ditch!!! Who benefits a private winery or the environment? 8/4/2022 8:43 PM

Our household has had a positive experience with NID, from handling a bill due to an unexpected leak, to enjoying the lakes and NID canals for walking. Concerned that our water is being shipped out of the area to uncontrolled growth down the hill. 8/4/2022 6:42 PM

Possibly sending the water to LA is absolutely ridiculous. Maybe fight tract housing neighborhoods 8/4/2022 6:22 PM

As water demands in the state expand we need to protect our supply and not sell it to outside interests. 8/4/2022 5:45 PM

Please decrease rates. Stop giving it away to Southern California and let us have a break in cost. Water is a basic necessity, it should be free to all really. 8/4/2022 4:19 PM

Keep Nevada County green, don't tell people to cut back on water when you know that what we don't use just goes down the hill. Tell people to water their trees and plants to keep moisture in the air and our trees healthy. 8/4/2022 3:39 PM

Landowners with NID irrigation water seem to pay low rates for limitless and often frivolous water usage while NID domestic water users are asked to conserve. More water should be flowing down the south Yuba River and less water should be wasted on the dry slopes of the foothills. 8/4/2022 3:39 PM

More info on adequate water availability via a via long term export contracts. 8/4/2022 3:02 PM

I don't want NID to sell any reservoir'd water outside NID's Nevada County area. 8/4/2022 3:02 PM

The 2021 - 2022 grand jury report is very unfair to NID and full mis information. 8/4/2022 2:45 PM

Fight for southern cities to install desalination and not take water from the north!! 8/4/2022 2:39 PM

That the gov, by sending water South or to save some species no one has seen in decades, he is killing water supply in CA 8/4/2022 1:53 PM

Stop giving or selling our water away to Southern California! Keep it local 8/4/2022 1:52 PM



Selling downstream (continued)

Priority to rural raw water customers over large Ag or water transfers to SoCal 8/4/2022 1:21 PM

Work to establish more water storage and to create power from water without sending excessive amounts out to sea. Make sure California farmers have affordable water. Otherwise, water shortage will translate into food shortage and loss income which ultimately means less revenue for state and local government as well as for NID 8/4/2022 1:18 PM

never send water to southern California 8/4/2022 1:02 PM

Thoughts on survey

Question #4- I expected to see something about the challenge to increase efficiency by all users. 8/4/2022 3:26 PM

That your survey is totally inadequate. It is either due to wanting certain response or having no clue. Results will be totally useless. Answer to #1 is A&B. No of the others matter. And if you are the board member who greedily have the special ditch deal, you are happy and everyone else gets ripped off. 8/8/2022 12:49 PM

This survey is an embarrassment and does not have any way to prioritize or relate issues to potential impacts like cost or services. I'm very disappointed in the assumptions that are included in the survey and I find it extremely ineffective to communicate with any coherent response. I would give it a failing grade. 8/8/2022 11:18 AM

keep sending these surveys 8/4/2022 3:20 PM

Don't know enough about NID to respond to #4. 8/4/2022 3:14 PM

I want to check more boxes for what I'm satisfied with the efforts of NID but the questions are too general... so, although I am satisfied NOW with the maintenance and repair, I see the lack of maintenance as a problem...and as far as providing a adequate supply...for now it's good, but I don't see a plan for the future...or I should say I haven't seen it yet. 8/4/2022 2:41 PM

NO New Dams!!! This NOT an unbiased survey. It's clear with your multiple choice questions that no matter our answers, you can skew results to say we support new dams and we DO NOT! 8/4/2022 2:37 PM

I couldn't answer " Please indicate whether you are satisfied with NID's efforts. Check the services with which you are satisfied" because I don't really know the services you provide. It might be good for you to let your customers know what you are doing. Thanks 8/4/2022 2:25 PM

Survey is poorly designed; is the surey for City water or non-treated agricultural water? 8/6/2022 7:27 PM

There are other important questions to ask. This survey seems inadequate 8/4/2022 12:58 PM

For #4 I can't judge all of these aspects as I haven't had yet to experience them so if it's not checked it could just mean that I can't judge that item. 8/4/2022 9:49 PM

I have a well. So I cannot answer number 5 or 6; the survey should have "N/A" or some type of thing like: "I don't buy water w/ NID" as options. I do not support the Centennial Dam. I think you should make a large effort to educate users about water saving tips. There are SOOOO Many, and these have not been maximized. If we overcharge agriculture many of them may leave and my family and friends love/enjoy/depend on the Farm to Table foods around Nevada County. Thank you. 8/4/2022 8:23 PM



One comment/multiple topics

Added chemicals due to increased upcountry septic and other contamination is unfortunate. There may be no alternative to the current level of additives but the water is not as chlorine free in taste as in the old days. We will need more dams, despite environmental concerns, to secure our water independence in the future.
8/15/2022 02:46 PM

Please think about wildlife when considering turning ditches into pipelines also not sure why my bill stayed roughly the same, but now I get a bill every month instead of every other month, which basically doubled my water cost when you went to the monthly billing, this coincided with the smart meter installation
8/6/2022 7:06 AM

We live on a water planet, the earth makes water like we make blood. I know we are only using mostly recycled surface water and we are not learning how to tap into a water source that allows us to get to primary water. Go onto primarywater.org I realize we create lack on purpose to keep everyone struggling and in debt on purpose due to a very corrupt monetary system. Climate change is a lie. I have been watching our military in Hawaii sending magnetic pulses into an ionized sky using aerosol sprays and they do this to push the storms away from California. We have engineered weather happening. We have huge solar flares and the magnetic poles shift every 300,000 years. I am tired of the mainstream propaganda that created lack on purpose while you poison us with herbicides and pesticides. Stop dams. Rehabilitate our soils with the native people who we should be listening to. I am over the industrial greed complex and want the land, water and air given back to the humans that are true stewards. Stop poisoning us. Type 2 diabetes is off the charts and the native bees are becoming extinct. If we die it will be because of the irresponsible people that sit behind desks collecting paychecks that are depleting the environment and our pocket books. My business was destroyed because I was shut down for two years. My business of 30 years was destroyed by government overreach. NID employees still got paid the entire time. Our community is going to turn into another Roseville and a huge RV park is going to trap us in a fire because we have so much greed in our local government. I am a survivor of the pg&e fire and fought it all night long with no fire trucks available and a record 70 mile winds. Fortunately I am a land steward Grass Valleys was spared. 8/5/2022 2:42 PM

Am very concerned about our wells around me being drained and contaminated. Because of this mine they want to open 8/5/2022 12:10 AM

I am not familiar with what NID's "efforts" are, so my answer was a guess. And water has high value, but it is costly and I am conservative in my use. Also the flow into my house is very weak (I can't be two people showering at once as the flow is too low) 8/4/2022 9:46 PM

I have a well. So I cannot answer number 5 or 6; the survey should have "N/A" or some type of thing like: "I don't buy water w/ NID" as options. I do not support the Centennial Dam. I think you should make a large effort to educate users about water saving tips. There are SOOOO Many, and these have not been maximized. If we overcharge agriculture many of them may leave and my family and friends love/enjoy/depend on the Farm to Table foods around Nevada County. Thank you.
8/4/2022 8:23 PM

easier to rent Fachurie Lake. should be able to rent without going to office from out of area
8/4/2022 7:27 PM

I don't use NID water dried up years 8/4/2022 6:04 PM



One comment/multiple topics (continued)

It isn't fair that our water supply for agriculture is being deferred to other sources. Manager is paid such an exorbitant amount for what her job entails. Unfair that is being passed on to us that try to make a living utilizing your water resources.

8/4/2022 2:04 PM

More on water projects. I live on Ridge Rd. Behind the reservoir which is being taken out of service. Would like to know more about it: what is the final goal and when will it be completed.

8/4/2022 1:45 PM

please protect us from the liberal agenda of taking away our water 8/4/2022 1:09 PM

Need to pair with county to integrate groundwater and surface water planning and system management. Need to better integrate irrigation and potable water planning and delivery. Ag should pay its fair share and only entities with current ag products should get lower rate. Parcels with hobby ag should be charged the same as parcels with hooby ag on potable water.

8/4/2022 12:59 PM

Preventing the best 8/4/2022 12:53 PM

Ag uses the largest; "water rights" are just old corruption, and should be reformed. Large/Wealthy Interests should not receive taxpayer subsidized water. 8/4/2022 12:41 PM