GM Newsletter

November 2026

From the Desk of Jennifer Hanson, NID General Manager

Water For Life



Chris Bierwagen
Division II
President



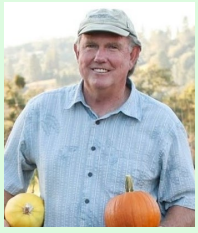
Brad Fowler
Division III
Vice President



Ricki Heck
Division I



Earl Stephens
Division IV



Rich Johanson
Division V

Message from the General Manager

Preparation is one of the most important things we do at NID. Whether we're getting ready for winter storms or preparing to launch a new customer billing system, our goal is to ensure reliable service for our customers and community.

As forecasters predict a potentially strong El Niño winter, our crews are inspecting infrastructure, clearing debris, and preparing the water system to safely manage changing conditions and storm runoff. These efforts take place long before the first major storm arrives and help protect the vital infrastructure that delivers water throughout our region.

We're also preparing for another important milestone: the transition to a new customer billing system. While some temporary changes will begin in December, the upgrade will provide enhanced online services and account management tools for customers in the future.

Behind both efforts is a commitment to planning ahead, investing in reliability, and serving our community well, today and for years to come.



Storm Preparation

An NID Water Distribution Operator removes spill boards from a spill structure on the Newtown Canal as part of the District's winter storm preparations. The work helps protect canals and infrastructure during periods of high runoff.

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Preparing for a strong El Niño winter: How NID gets ready for storms



NID crews work through snow and icy conditions to keep water flowing and infrastructure operating safely during and after winter storms.

With forecasters predicting a potentially very strong El Niño winter, Nevada Irrigation District (NID) crews are preparing the water system for months of rain, runoff and changing conditions.

Storm readiness begins well before the first raindrops fall. Each fall, crews inspect canals, flumes, spillways and culverts, reinforce vulnerable areas, clear debris and make needed repairs. Hydrographers also monitor weather forecasts and reservoir conditions to help prepare for incoming runoff.

When storms approach, crews increase inspections, stage equipment and monitor water levels and stream flows. NID may temporarily shut down canal diversions by closing head gates to keep high storm flows out of open canals, which are not designed to carry storm runoff. These precautionary shutdowns help protect infrastructure but may temporarily interrupt irrigation water deliveries during a storm and for up to 24 hours afterward.

During and after storms, NID staff remain on alert, responding to downed trees, blocked culverts, erosion and other issues. Once conditions improve, crews inspect facilities, make repairs and prepare for the next round of weather.

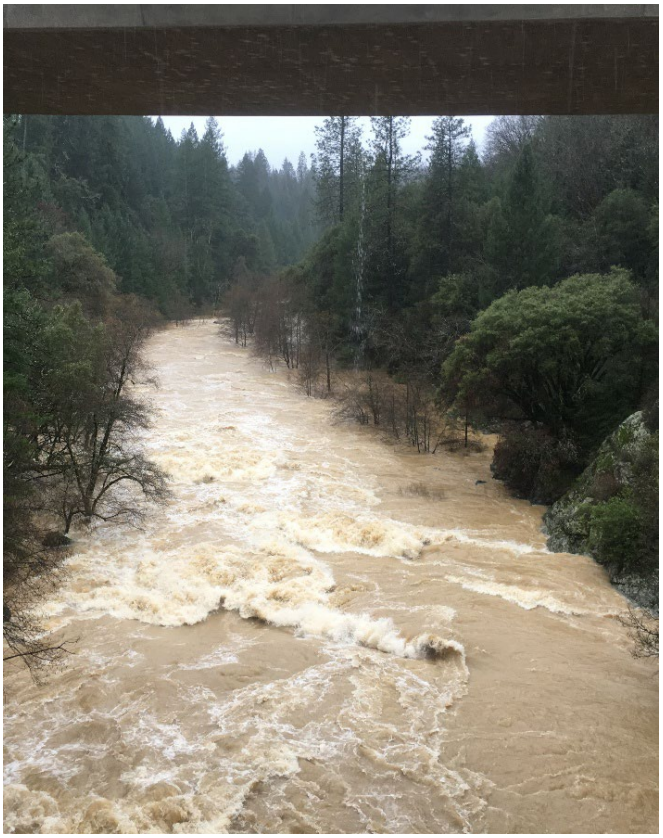
NID's water system includes more than 500 miles of open-ditch canals across Nevada, Placer and Yuba counties. Because these canals cross thousands of private properties, residents are encouraged to stay aware of nearby canal conditions during severe weather.

Residents can also help prepare by taking a few simple steps:

- Clear gutters, downspouts and driveway culverts.
- Check property drainage and remove obstructions.
- Refresh emergency kits and check flashlights and batteries.
- Prepare for possible power outages.
- Review insurance coverage, especially near creeks or low-lying areas.

NID crews are available 24 hours a day to respond to emergencies involving District facilities.
Storm readiness is a shared effort. With crews preparing the water system and residents taking steps to protect their properties, our communities can be better prepared for whatever winter brings.

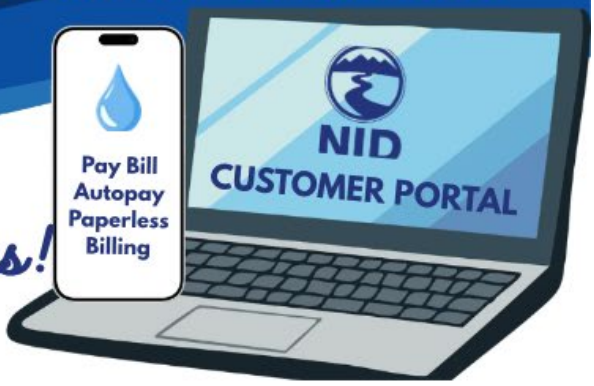
Read the full story



Storm runoff can create dangerous, fast-moving flows. The photo above shows the Bear River below Rollins Reservoir during a winter storm.

Coming in January 2027...

YOUR CUSTOMER EXPERIENCE IS GETTING AN UPGRADE!



KEY DATES

Be Ready for Upcoming Changes!

DECEMBER 23 2026

EXISTING SYSTEM ACCESS ENDS

Beginning December 23, 2026, the current online billing system will no longer be accessible. Please plan accordingly.

JANUARY 12 2027

NEW CUSTOMER PORTAL LAUNCHES

Visit nidwater.com to set up your new online customer account.

CONTEST

All customers who sign up for e-billing and/or autopay through the portal in January or February will be entered to win a day pass for any of our recreation facilities.

NEW ACCOUNT NUMBER AND CUSTOMER ID

You will receive a letter in January 2027 with the information needed to set up your new online account.

No extra service fees or credit card fees!

Important Billing Changes Begin in December

As NID prepares to launch a new customer billing system, several temporary account and payment changes will begin in December 2026. The new system will provide enhanced online services and improved account management tools for customers.

To ensure a smooth transition, customers should be aware of the following:

- Auto Pay customers will need to re-enroll.

  Automatic payments currently established through NID will not transfer to the new system and must be set up again once the new customer portal becomes available.

- A temporary system blackout is planned for late December through early January.

  During this period, customers will not be able to access online accounts, make payments, or complete account transactions.

  Specific dates will be announced in advance. Customer Service Representatives will remain available by phone and in person, although access to account information may be limited.

- Online bank bill pay users should pause payments in December.

  Customers who pay through their financial institution's online bill pay service should discontinue payments until they receive their new account information.

  New account numbers will need to be updated with financial institutions beginning in January 2027.



To help customers during the transition, no late fees or water service shutoffs will occur in January and February 2027.

Customers will receive their new account number and Customer ID on their January 2027 bill.

NID will continue to provide updates as the transition approaches and appreciates customers' patience as we implement this important upgrade.

Learn more at the NID information webpage.

Questions? Contact Customer Service at customerservice@nidwater.com or 530-273-6185, Monday through Friday, 9 a.m. to 4 p.m.

Divers help restore historic French Lake equipment

A unique underwater maintenance project at one of NID's oldest reservoirs is now complete, restoring reliable operation to a critical piece of water infrastructure.

Working underwater at French Lake, commercial divers removed and helped replace a hydraulic actuator that operates the reservoir's low-level outlet gate. The original equipment dated back to 1937 and had become increasingly difficult to operate after decades of service.

The improvements restore reliable operation of the gate, helping NID safely manage water releases from the reservoir.

Built in 1858-1859, French Dam is the oldest dam in NID's system still in operation. The project is another example of the behind-the-scenes work required to maintain critical infrastructure and keep water flowing reliably for our community.



(Above) NID Hydro employees install and test the replacement hydraulic actuator and hydraulic lines that operate the low-level outlet gate at French Dam.



(Left) Commercial divers and NID crews worked together to restore critical equipment used to control water releases from French Lake.



(Left) The new hydraulic actuator awaits installation at French Lake. The upgrade replaced equipment that had been in service since 1937.

Learn more about NID Projects

2026 Engineering & Hydro Project Status Report

Help Us Make the Case for Scotts Flat Reservoir

NID is applying for state grant funding to help pay for the Scotts Flat Reservoir Spillway Restoration Project, and we need your help to strengthen our application.

Under Proposition 4, California is investing billions of dollars in projects that improve water systems, forest health, and wildfire resilience. Securing grant funding for Scotts Flat would help reduce the financial burden on NID customers and lessen the need for future rate increases.

A letter of support from community members helps demonstrate that this project matters locally and deserves state funding. This is not a request for donations or any financial commitment. It's simply an opportunity to show support for bringing state grant dollars into our community.

Why Scotts Flat Matters

Scotts Flat Reservoir is much more than a recreational destination. It is a vital community resource that:

- Stores and delivers water for homes, farms, and businesses
- Supports agriculture and local economies
- Provides recreation opportunities
- Supports fish and wildlife habitat
- Generates clean, renewable hydropower

The existing spillway, originally constructed in 1949 and modified in 1964, has experienced significant deterioration and must be replaced to meet public safety requirements.

How You Can Help

Residents, businesses, organizations, and community partners are encouraged to submit a brief Letter of Support. NID will include these letters as part of its grant application package to the State of California.

Add your voice today: sign the letter

Together, we can show state decision makers that investing in Scotts Flat is an investment in our community's future.



Bowman Lake

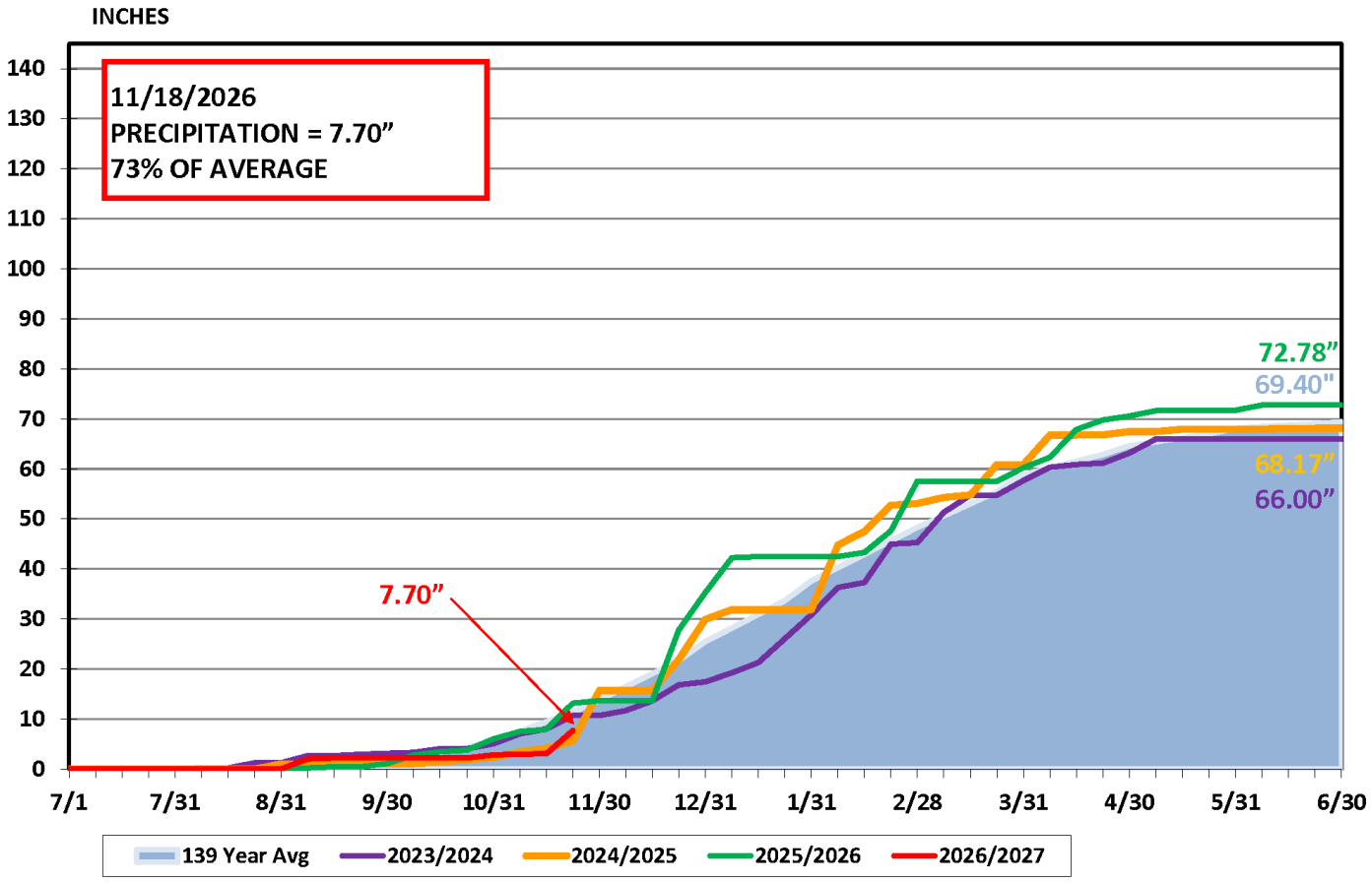
NID has been keeping precipitation records for Bowman Lake (elevation 5,650 ft.) since 1929.

The 69.2-inch annual average of rain and snow at Bowman compares to an annual average of 56 inches at 2,700 feet near Nevada City and 52 inches at 2,400 feet in Grass Valley.

Precipitation is measured for a 12-month period — called the rainfall year season — beginning July 1 and ending June 30. Bowman ended the previous season at 99 percent of average.



BOWMAN LAKE PRECIPITATION



NID's total reservoir storage is 104% of average

Total reservoir storage was 178,505 acre-feet as of Nov. 18, 2026. That is 66 percent of capacity and 104 percent of a 13-year average.

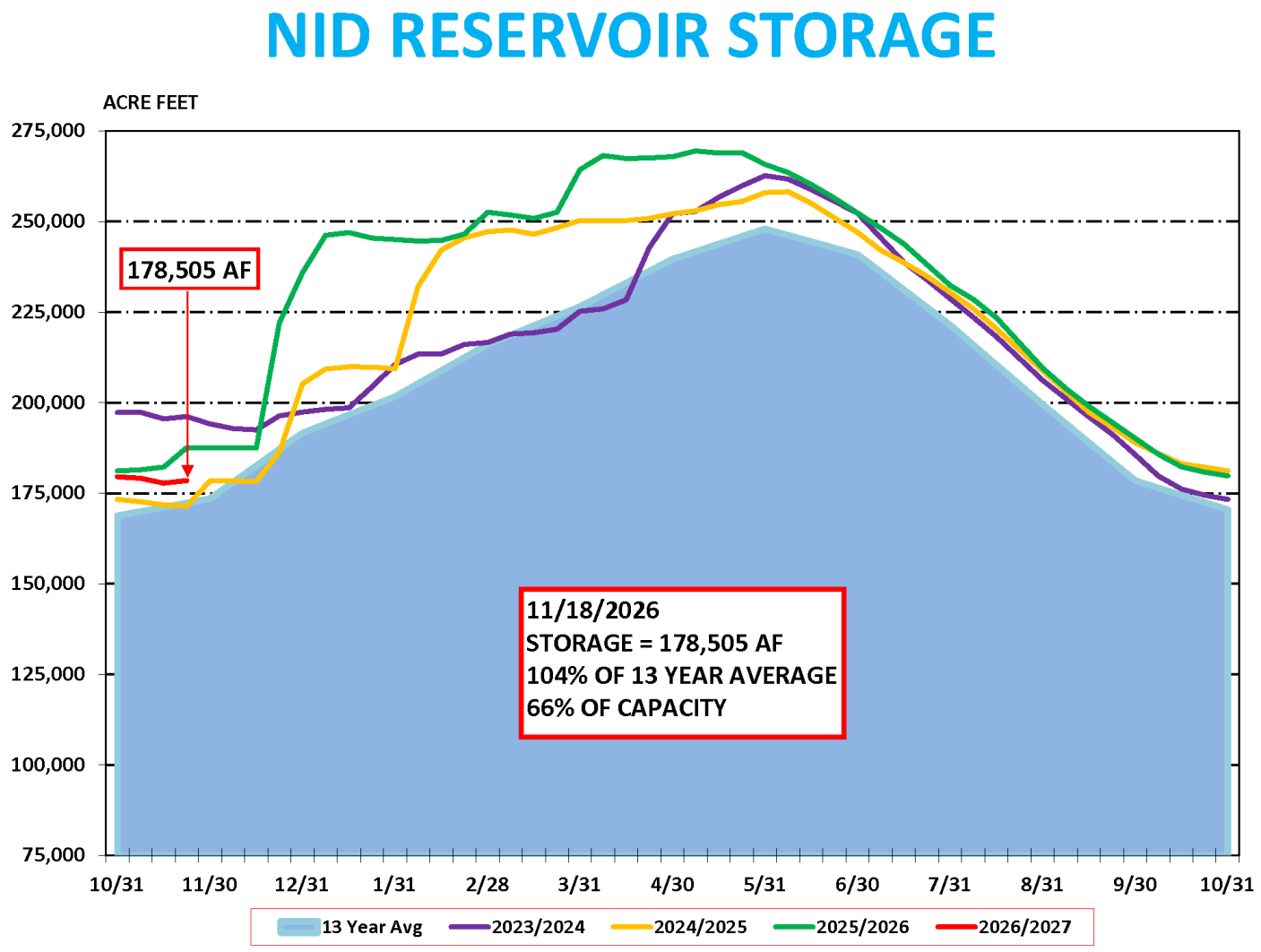
Reservoirs include: Jackson Meadows, Jackson, French, Faucherie, Sawmill, Bowman, and Canyon Creek, as well as Scotts Flat and Rollins.

NID's water managers regularly post updates of reservoir levels. You can see how water levels fluctuate in easy-to-read charts.

It's all just a click away on the NID website under River & Reservoir Data.



Milton Reservoir



Meetings & Events

Board of Directors Meeting
Wednesday, December 9, 2026

Board of Directors Meeting
Wednesday, January 13, 2026

*** Dates and times subject to change.*
Please check nidwater.com for updates



Happy Thanksgiving!

We are grateful to serve our customers and community