



GM Newsletter

October 2026

From The Desk of Jennifer Hanson, General Manager

Water For Life

BOARD OF DIRECTORS



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Division II
President



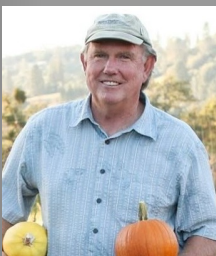
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COMING JANUARY 2027:

A Better Way to Manage Your NID Account

Simple. Convenient. Online.

Starting **January 2027**, managing your NID account gets easier with our new online billing system.

More details to come about how you can be prepared.

Message from the General Manager

As we head into fall and all the tricks and treats October brings, I'm pleased to share a few important updates. Our biggest change ahead is the launch of the new customer portal in January 2027, which will offer a simpler, more user-friendly way to manage your account. We'll also be offering workshops in the new year to help customers get started. Read about it on [Page 2](#).

This issue includes an update on the transition to monthly billing for raw water customers, as well as highlights from recent community events, including the Nevada County Trades Expo and the Sustainability Summit. See [Pages 3-4](#).

We're also asking for your support as we pursue grant funding for the Scotts Flat Spillway Restoration Project, which is an important investment in long-term safety and reliability. See [Page 6](#).

Wishing you a safe and not-too-spooky October!

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- Help bring state dollars home: Support the Scotts Flat Spillway project — [Page 6](#)
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NID's new customer portal launches in January 2027

A smarter, simpler billing system is on the way

NID is upgrading its billing system to provide a smoother, more convenient customer experience. In January 2027, we will launch a new customer portal along with new account numbers for all customers.

The new portal is designed to bring everything you need into one easy-to-use place. You'll be able to:

- View and pay your bills
- Access your account from your desktop, tablet, or mobile device
- Sign up for autopay and paperless billing
- Review your water-use history
- Manage multiple accounts from a single login
- Request new service or transfer service

To help customers get started, NID will host public workshops in January, with dates announced in December. These sessions will introduce the new portal features and provide time for questions.

Learn more at <https://www.nidwater.com/new-billing-system-customer-portal>

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The laptop screen displays the NID logo and four main functions: View Bills, Make Payments, Manage Account, and Go Paperless.

Monthly billing expands to all raw water customers in 2027

Beginning January 1, 2027, all NID raw water accounts will shift to monthly billing.

Here's what that will look like:

- Summer-only customers will receive six bills during the irrigation season (April 15–October 14).
- Customers with fall water will receive one additional bill.
- Customers who receive winter water will receive twelve bills per year.

The goal is simple: clearer billing, better alignment with service periods, and improved consistency for customers. Monthly billing means customers receive bills that match when water is actually provided.

In September, winter raw water services began being billed monthly. Winter water typically runs from October 15 through April 14 each year and is delivered when water is available.

To learn more about raw water billing changes, visit: www.nidwater.com/customer-service-and-payment-information

Navigating climate risk: NID GM speaks at sustainability summit

NID participated in the 2026 Nevada County Sustainability Summit on October 8, hosted by the County of Nevada in partnership with regional climate-resilience organizations. This year's theme, "Rural Prosperity in a Changing Climate," brought local leaders together to discuss challenges and opportunities facing foothill communities.



General Manager Jennifer Hanson served as a panelist for "Climate Risk By the Numbers," offering insight into how climate change affects water reliability and what long-term planning means for community resilience.

Her presentation highlighted the importance of collaboration as local agencies prepare for a changing climate.

NID showcases water careers at high school Trades Expo



NID was proud to participate in the Nevada County Trades Expo on October 7, 2026, an annual career exploration event that brings hands-on learning to local high school students. Nearly 600 students attended this year's expo at the Nevada County Fairgrounds, where they had the chance to meet industry professionals and try out real equipment used in the field.

At the NID booth, students got an up-close look at some of the tools and machinery our crews use every day to maintain and operate the water system. They even had the opportunity to try their hand at operating a remote-control mower, turning a butterfly valve, and maneuvering an excavator.

The event is organized each year by the Nevada County Contractors Association in partnership with the County of Nevada and the Nevada Joint Union High School District (NJUHSD). Students from all NJUHSD schools circulated through more than 35 exhibits hosted by local businesses and public agencies. Demonstrations, learning games, hands-on tasks, and even a few power tools helped students explore potential career paths in construction, engineering, design, landscaping, drilling, plumbing, arboriculture, public works, and more.

NID is grateful for the opportunity to introduce students to the important work that goes into delivering safe, reliable water to our community and to spark interest in future water industry careers.

Above Left: A student steps up to turn a butterfly valve, a tool NID uses to regulate water flow in its pipe system.

Above Right: An NID equipment operator works with a high school student at the Nevada County Trades Expo, guiding him through a hands-on challenge to maneuver and stack tree stumps with an excavator.

Right: Trying out a remote-controlled mower at the Trades Expo and discovering it's harder than it looks! This specialized mower is built to safely handle steep slopes.



Rep. Ami Bera meets with NID on local water issues



U.S. Representative Ami Bera visited the NID offices to discuss key water issues affecting the District and our foothill communities, including the planned replacement of the Scotts Flat spillway, which is one of NID's top safety and reliability priorities.

Rep. Bera met with NID leadership, board members, and local officials to hear about regional challenges, ongoing projects, and potential opportunities for state and federal support. Attendees included NID General Manager Jennifer Hanson; Board Directors Ricki Heck and Chris Bierwagen; Nevada County Supervisor Sue Hoek; Nevada County Consolidated Fire Chief Jason Robitaille; and Nevada County Economic Resource Council President Gil Mathews, along with NID staff.

Above, Rep. Ami Bera is fifth from the right, and NID General Manager Jennifer Hanson is fourth from the right.

Scotts Flat wildlife sighting: a gentle reminder to keep your distance

A pair of wildlife visitors was spotted wandering through the forested edge of the Scotts Flat Campground. The photo shows one bear standing alert among the trees while another moves through the foreground, offering campers a memorable reminder that the campground sits in the heart of a thriving natural habitat.

While sightings like this can feel a little "spooky" this time of year, they're also a cue to keep food secured, maintain plenty of distance, and let wildlife pass through peacefully. It's their home, too, and we're just sharing the trail.

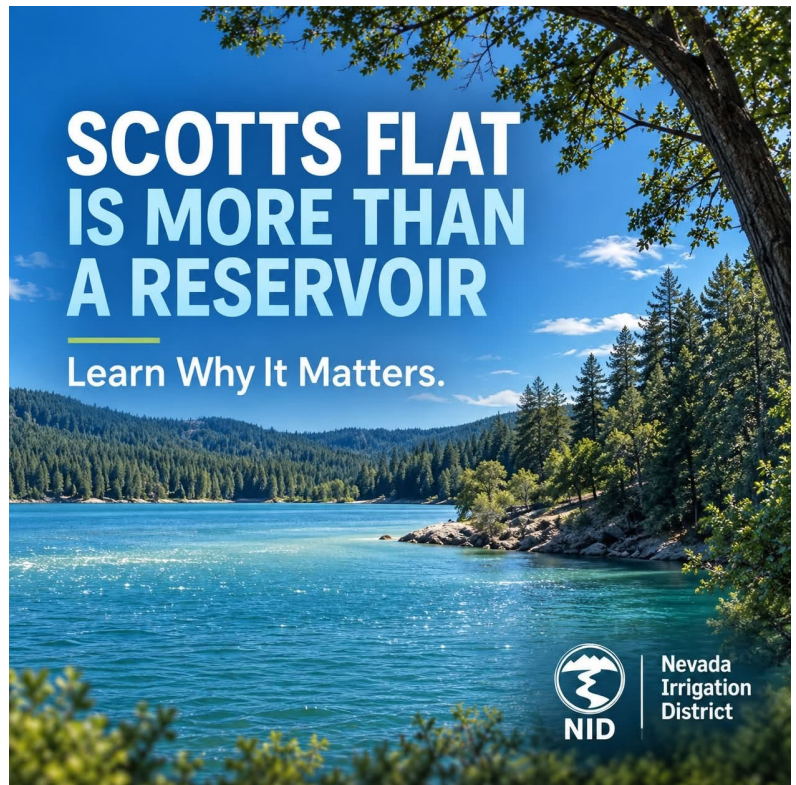


Help back NID's Scotts Flat Spillway grant request

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, the Climate Bond approved by voters in 2024, the State of California is offering billions of dollars for projects that improve water systems, forest health, and wildfire resilience.

A letter of support from community members helps show the state that this project matters locally and deserves funding. This is not a request for donations, rate increases, or any financial commitment. It's simply a short letter that says you support NID bringing grant dollars into our community to help repair critical infrastructure.



How to Help

We're asking residents, organizations, and partners to fill out a short Letter of Support. Just open the PDF, fill it out, and NID will submit the completed letter directly to the state as part of our grant package.

Why Scotts Flat Matters

Scotts Flat Reservoir is a key water source for homes, farms, businesses, recreation, and habitat throughout western Nevada County. It also generates clean hydropower. But the spillway, originally built in 1949 and later modified and raised in 1964, has serious structural problems made worse by past flood events. Both the California Division of Safety of Dams (DSOD) and the Federal Energy Regulatory Commission (FERC) have determined that the spillway must be replaced for public safety.

Your letter helps show state officials why restoring this critical facility is so important for water reliability, environmental health, and long-term community resilience.

Thank you for taking a moment to support this important project.

To participate, fill out the PDF form online and submit it.



[Sign the Support Letter Here](#)

Bowman Reservoir

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

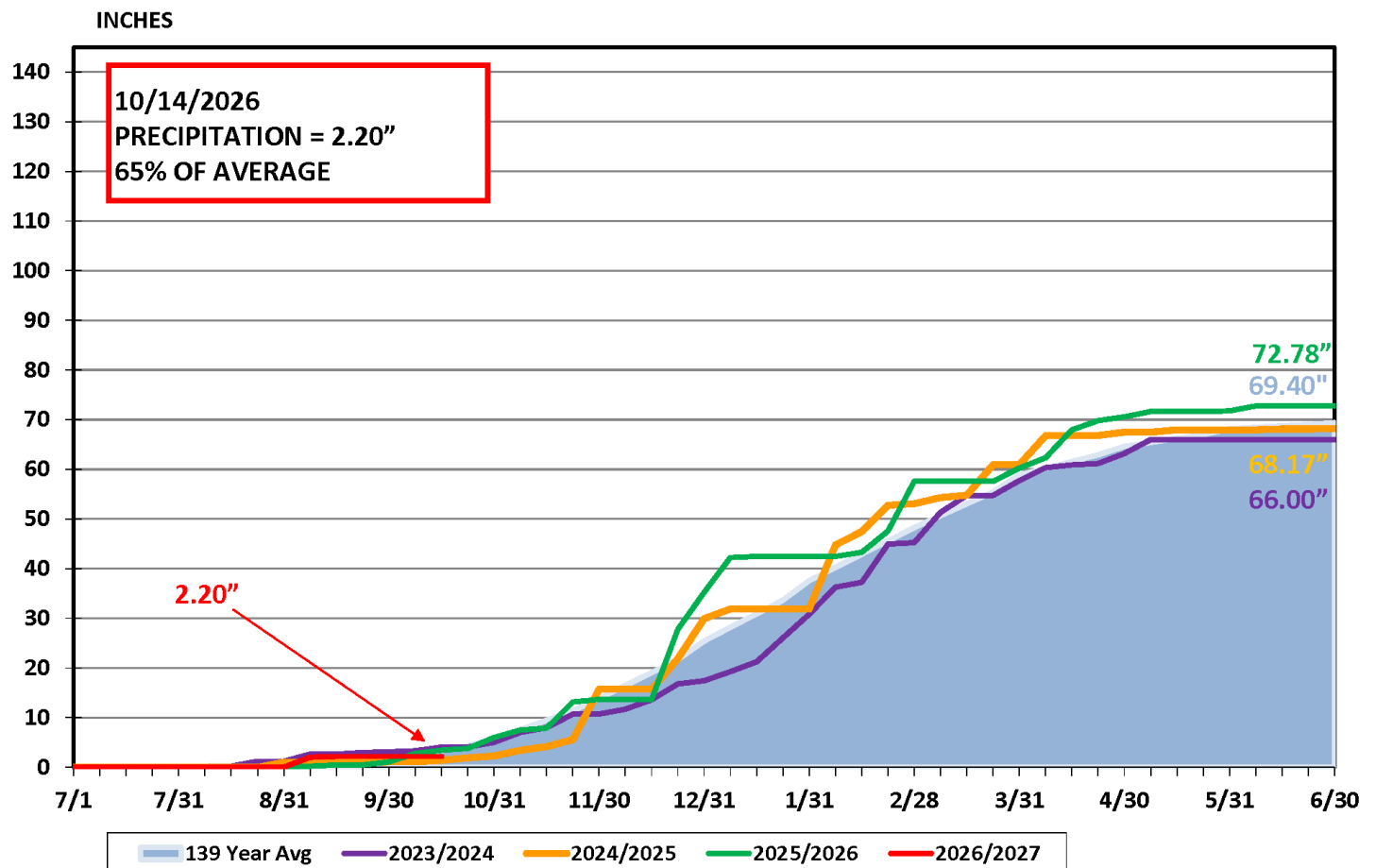
The 69.2-inch annual average of rain and snow at Bowman compares to an annual average of 56 inches at 2,700 feet near Nevada City and 52 inches at 2,400 feet in Grass Valley.

As of Oct. 14, 2026, 2.2 inches had fallen.



Bowman Reservoir

BOWMAN LAKE PRECIPITATION



NID's total reservoir storage is 105% of average

Total NID reservoir storage is 182,295 acre-feet as of Oct. 14, 2026. That is 67 percent of capacity and 105 percent of a 12-year average.

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

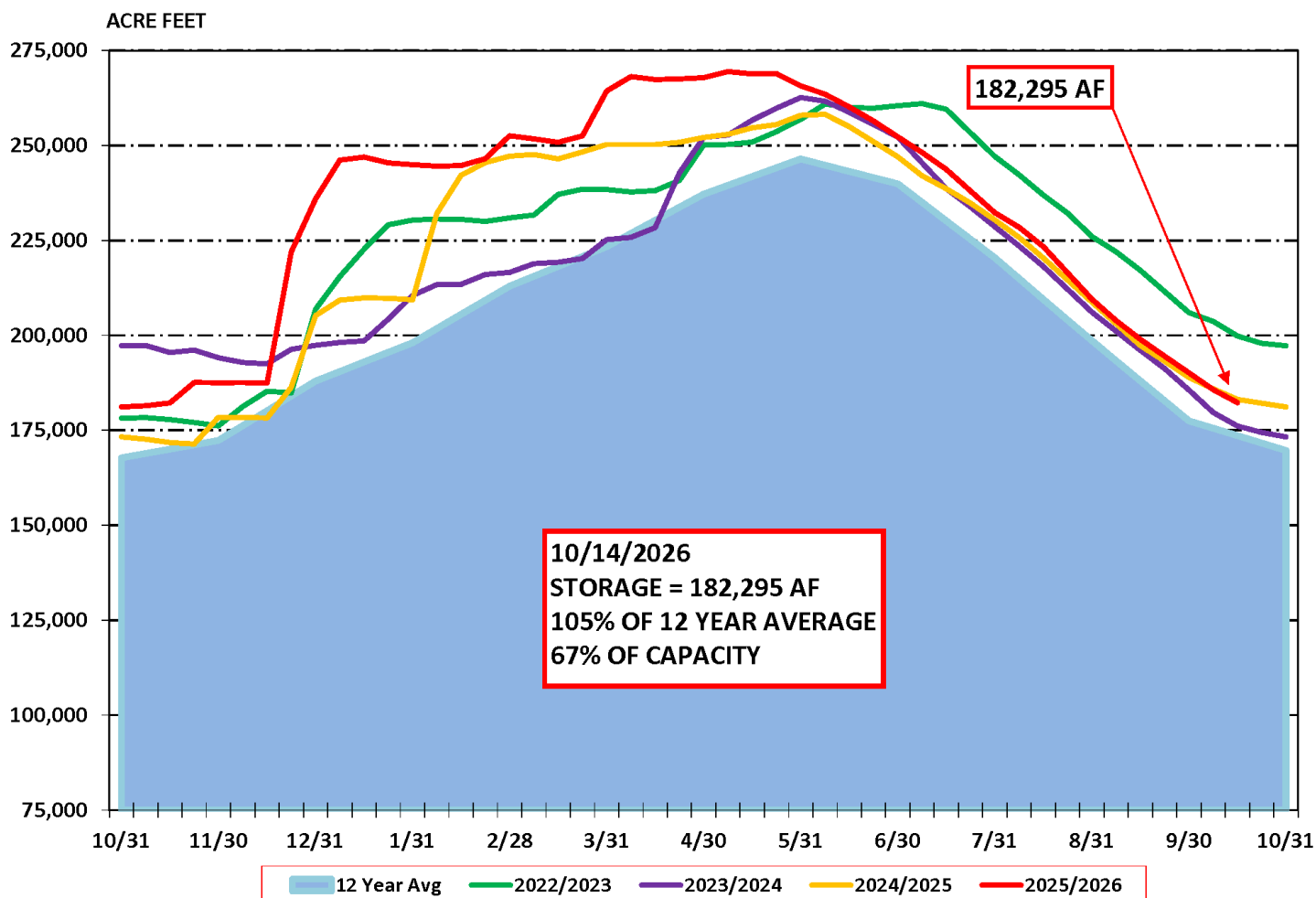
NID's water managers regularly post updates of reservoir levels. You can see how water levels fluctuate in easy-to-read charts.



Rollins Reservoir

It's all just a click away on the NID website under [River & Reservoir Data](#).

NID RESERVOIR STORAGE



Meetings & Events



Board of Directors Meeting

Wednesday, Oct. 28, 2026

NID Main Office

1036 W. Main Street,
Grass Valley

Board of Directors Meeting

Wednesday, Dec. 9, 2026

NID Main Office

1036 W. Main Street,
Grass Valley

The NID Business Center will close for Veterans Day

The NID Business Center will be closed on Wednesday November 11, in observance of Veterans Day. We will reopen with normal business hours on Thursday, November 12.

Thank you, and we honor all who have served.

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

