

# Ceres Main Canal TCC Pilot Project FAQ

Frequently Asked Questions  
regarding Ceres Main Canal TCC  
Pilot Project and MyTID Water

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## Ceres Main Canal TCC Pilot Project – Description

The Ceres Main Canal TCC Pilot Project is a multi-year initiative running through the end of the 2027 irrigation season, with go-live scheduled for March 2026 at the start of the 2026 irrigation season. The project will implement Rubicon in-channel, side gate and scheduling automation on the Ceres Main Canal to modernize TID’s irrigation operations. The system will automatically adjust drop gates to regulate flows and reduce spills, while also helping schedule orders and operating side gates according to the finalized schedule. Unlike TID’s existing automation on Lateral 8, this project introduces a higher level of automation, where the Total Channel Control system will generate initial schedules based on customer order requests, notify customers of order details, and operate gates automatically. Water Distribution Operators (WDOs) will retain oversight, refining and finalizing schedules as needed. This pilot represents a significant step toward greater efficiency, accuracy, and customer service in TID’s irrigation system.

## Ceres Main Canal TCC Pilot Project – Mission Statement

The Ceres Main Canal TCC Pilot Project supports the initiatives of the TID Comprehensive Water Plan by building on existing automation and evaluating the feasibility of automating irrigation deliveries, while achieving water savings and enhancing current service levels. Results will inform future TID decisions regarding the broader implementation of canal automation.

# Frequently Asked Questions about the Ceres Main Canal TCC Pilot Project

## Why is the District piloting a full Total Channel Control System?

As part of the District's Comprehensive Water Plan, the Total Channel Control (TCC) System is expected to eliminate District operational spills to the surrounding rivers, saving the District approximately 48,400 acre-ft of water (roughly equal to 4 inches of water across the District) on an average annual basis when rolled out to the entire District. The system is also expected to improve flexibility in irrigation deliveries along with more consistent and reliable service, allowing the District to better serve customers and maintain the canal system.

## What area does the TCC Pilot Project cover?

The TCC Pilot Project covers the lower portion of Service Area 7, starting at the intersection of the Ceres Main Canal and Upper Lateral 3 at Drop 21, and extending to where the canal spills into the Harding Drain at Drop 32. The project includes all drop gates between Drops 21 and 32 (10 drops in total), as well as all currently utilized side gates along this section of the canal (69 side gates in total). This area encompasses more than 6,800 irrigated acres across 287 parcels. About 80% of this land is served by improvement districts with shared pipelines, while another 10% relies on private shared drip pipelines. Data collected on how Rubicon automation operates with shared pipelines will help guide decisions for future canal modernization efforts.

## Can I choose not to participate in the pilot?

Parcels that irrigate off the Ceres Main Canal between Drops 21 and 32 are part of the TCC Pilot Project area. If you have a parcel in this area, you are required to order water through the MyTID Water portal, the new Rubicon TCC software. District staff and online resources are available to assist you with the transition. Please call our Water Operations Managers at 1-209-883-8647 for assistance or to arrange one on one attention.

## How do I set up a MyTID Water account and add my parcels to it?

Anyone with a parcel number and PIN number in the pilot area can create an account by visiting [Water.TID.org](http://Water.TID.org) and clicking the Sign-Up text on the screen. You will be prompted to provide an email address, which will also be your username, as well as a password with a minimum of 7 characters, at least 1 of which must be a number. You will also be asked to provide your name and mobile phone number for the account. The system will send a confirmation email to the account you provided with a confirmation link. Once you have clicked the link in your email you will be able to log in at [Water.TID.org](http://Water.TID.org). When you log in with your email address and new password, you will be prompted to associate a parcel to your account using your parcel number and PIN number, which have been provided to you by the District or by the parcel owner. Once you enter the correct information and click the Add button, the parcel will be associated to your account. To add additional parcels, click the water drop button in the top right corner of the screen and provide the required parcel and PIN numbers. For a demonstration video, visit [www.TID.org/TCCPilot](http://www.TID.org/TCCPilot) or call 1-209-883-8647 for assistance.

### [What if I don't remember my password?](#)

Resetting your password is simple. On the MyTID Water login page, click on "Forgotten Password?" and enter your email address. You will receive an email with instructions and a link to reset your password. You can complete this process from any internet-connected device as long as you have access to your email account.

### [What if I don't have my Parcel or PIN number?](#)

You should have received a letter from TID with your parcel and PIN number which are consistent with the previous irrigation season. If you do not have your letter, you can call TID at 1-209-883-8647 for assistance. For security reasons you will be asked to provide proof of ownership of your parcel(s) before TID will provide you with the PIN number for it.

### [Can the TID Call Center help me with setting up an account or ordering water?](#)

Absolutely. TID Customer Service representatives are available to answer questions and assist you during normal TID business hours. For security reasons, they are not able to assist with re-setting your password, but they can guide you through the process of how to do it online.

### [Do I need a special device or internet speed to use MyTID Water?](#)

MyTID Water is web-based, which means it can work on any device that has access to the internet. It has been designed to be mobile friendly, working well on desktops, laptops, tablets, or smart phones. No software download is required, only access to the internet.

### [Can I share my account with another user?](#)

We understand that multiple people in your business may need access to MyTID Water. Each person can create their own account with a unique login. Once their account is set up, they can associate your parcel to their account by entering the parcel number and PIN you provide. A single parcel can be associated with multiple user accounts.

### [How can I remove my parcel from another user's account?](#)

Consistent with previous District policies, you may call TID and request to change your parcel's PIN number. After providing proof of ownership of the parcel, TID staff will change the PIN number and provide you the new number. When this change occurs, the parcel will be removed from all MyTID Water accounts. You may then use the new PIN number to re-associate the parcel to your own account.

### [How will I be notified about the status of my irrigation order?](#)

You can log in to your MyTID Water account at [Water.TID.org](http://Water.TID.org) at any time to view the status of your orders or place a new order. MyTID Water also sends notifications to the email address and primary phone number listed on your account. When an order is scheduled, you will receive a message with your start time window. Then, one hour before your order begins, you will receive another message with the exact start time and a request to confirm you are ready for water to be delivered through your side gate in the canal. Finally, ninety minutes before your order's scheduled end time, you will receive a notification that your irrigation is nearly complete. All users who have the parcel associated with their account will receive these notifications.

### [How will TID ensure I am ready to receive water before a side gate opens?](#)

The TCC system will not open the side gate until you confirm you are ready to receive water. You can confirm you are ready to receive water by logging in to your account on MyTID Water and pressing the confirm button next to the order. If you do not confirm at least 30 minutes before the order's scheduled start time, your order will be placed on hold and the water distribution operator will be alerted so that they can contact you and discuss your needs. You will also get a notice that the order has been placed on hold. At any time, you may call the water distribution operator at 1-209-668-7341 for assistance.

### [Can I opt out of email or text notifications?](#)

You can opt out of receiving emails and/or text messages in your MyTID Water account settings. However, if you choose not to receive notifications, you must still confirm that you are ready to receive water delivery in MyTID Water at least 30 minutes before your scheduled start time, or water will not be delivered. This means you will need to regularly check your account for the status of your order.

### [Will I still be able to use the TID Online Water Request \(OWR\) system?](#)

You can continue to use the TID Online Water Request (OWR) system to place water order on parcels you own outside of the pilot area. If you attempt to place an order in OWR for a parcel in the pilot area, you will be automatically redirected to the MyTID Water sign-in page to place orders for that parcel. You will still be able to get information on all your parcels and pay your bills online using the OWR system.

### [How can I change my scheduled start or end time?](#)

If you need to change your scheduled start time before your delivery begins you must contact your water distribution operator at 1-209-668-7341. After your delivery has started and up to 1 hour before it ends, you may use your MyTID Water account to adjust the start time of your order to account for the travel time it takes for water to reach your parcel from the side gate. You may also adjust your end time by up to 1 hour. If you need to make more than one adjustment to your end time or change the end time by more than one hour, you will need to call your water distribution operator at 1-209-668-7341.

### [How do I report the time it takes for water to reach my parcel from the side gate?](#)

We understand that some parcels are located a significant distance from the canal along ditches or pipelines, and that when the side gate opens water arrives much later on the field. You may account for this by logging in to your MyTID Water account and adjusting the start time of your order. This can only be done during your delivery, after the water has arrived on your parcel. If you need to report this after your irrigation has finished, contact your water distribution operator at 1-209-668-7341.

### [Will I still have access to my Water Distribution Operator for support?](#)

Absolutely. You will continue to have access to and support from your Water Distribution Operator (WDO) whenever needed. While the Total Channel Control system automates some aspects of water delivery, WDOs still maintain oversight and control of the system. You can contact your operator at 1-209-668-7341 anytime you need assistance.