

THE GROWER


WATER & POWER
Serving Central California since 1887
NOVEMBER 2025

2025 Grower Satisfaction Survey Results

TID commissioned GreatBlue Research to conduct a Grower Satisfaction Survey, requesting feedback from our growers from July 29 to September 22, 2025. Thank you to everyone who took the survey. The goals of the survey were to assess TID's ability to serve our irrigation customers and identify areas for improvement that can be acted on to advance our operations and increase customer satisfaction.

Areas of Opportunity

Based on the survey results, TID recognizes the importance to maintain ongoing communication about infrastructure investments to reinforce our commitment to transparency and trust among our customers. 62% indicated that they feel TID is doing and spending the right amount on maintenance, 19.4% indicated that they feel TID should

be doing and spending more for a better functioning/more advanced system and 18.2% indicated they are unsure.

With 62.4% of survey respondents indicating email as a preferred method of communication, we encourage our customers to sign up to receive the Grower Monthly e-newsletter. The monthly e-newsletter provides timely information, tips on how to best utilize the Grower Online System, and links to informational resources like TID's Irrigation Rules and programs. Sign up at TID.org/GrowerEmail.

Thank you to everyone who took TID's Grower Satisfaction Survey. For a more in-depth review of the survey results, join us for the TID Board of Directors meeting on December 16th at 9:00 a.m. or watch the meeting online at TID.org.

IMPORTANT DATES

2nd Installment Fixed Water Charge:
Dec. 20

Water Use Statement Due:
Dec. 31

SURVEY HIGHLIGHTS



93.8% overall satisfaction with TID



93.7% satisfaction regarding TID responding promptly to customers



92.1% reported that in providing irrigation water, TID meets their expectation "all" or "most of the time"



93.8% felt that their Water Distribution Operator (WDO) is a trusted resource

INFRASTRUCTURE



50% described TID's infrastructure as being "in pretty good shape"

34.3% reported it needs some upgrading, maintenance, and repair

BILLING



8 out of 10 customers agree that TID irrigation water rates are a good value for the service provided.


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www.TID.org

Healthy River and Landscapes Agreement Update

“More Water. More Habitat. More Fish.” is the foundation of the Tuolumne River Healthy Rivers and Landscapes (HRL) plan – a science-based, self-funded program to restore and enhance the Tuolumne River for generations to come.

On September 19, 2025, the California State Water Resources Control Board (SWRCB) released the Draft Scientific Basis Report Supplement (SBR) for the Tuolumne Healthy Rivers and Landscapes. The Tuolumne River Partners – TID, Modesto Irrigation District, and the San Francisco Public Utilities Commission – have reviewed the SBR and provided comments during the November 5, 2025, public workshop, held by the SWRCB, outlining the partners’ corrections to the SBR as well as highlighting the benefits of the HRL.

With millions of dollars invested and data from countless hours of studying the Tuolumne River, the Partners remain committed to the HRL process and look forward to continuing to highlight the benefits of our science-backed plan for the Tuolumne River.

To learn more about the Tuolumne River Partners’ plan for the Tuolumne, visit TuolumneRiverPartners.com.



TID CUSTOMER — ACADEMY —



TID’s Customer Academy program gives interested customers the chance to gain insight into the District’s history, operations, future plans, and our unique facilities.

The program takes place over four Wednesday evenings and a Saturday tour, March 4 - 28, 2026.

For more information and to apply for the program, visit TID.org/CustomerAcademy.

The application period is open through January 9, 2026.

APPLY NOW

\$50/horsepower* REBATE for qualifying IRRIGATION PUMPS

*Rebate is limited to 50% of the total project cost, (additional terms and conditions may apply).



ANNOUNCING TID'S CAREER SPOTLIGHT VIDEOS



Paola Zarza Mora



Andrew Katen



Tracy Toups



Anthony Ormonde

TID's Career Spotlight Videos shine a light on positions throughout the District.

We invite you to view the videos and learn about the multitude of opportunities at TID.



Spencer Williamson



Amanda Alberti



Michael Gray



Brandon McMillan

SCAN TO
WATCH



WATER & POWER

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WATER CALL CENTER

Open Monday-Friday
7 a.m. to 5 p.m.
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CONTACT US

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