



Setting Standards of  
Excellence in Public Service

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**FOR IMMEDIATE RELEASE**

**Helix Water District Freezes Rates for 2020 in Response to Coronavirus**

Helix Water District's Board of Directors voted at its April 1, 2020, meeting to freeze water rates through the end of the calendar year in an effort to support customers facing financial challenges during the coronavirus pandemic.

"Our customers' lives and incomes have been impacted by the coronavirus," said Helix Water District Board President Mark Gracyk. "Although we don't know how long the pandemic or its financial impacts will last, we do know that we can help our customers now by not adjusting water rates in 2020."

The district was in the midst of its budget-setting process and a cost-of-service study when the outbreak hit. A public hearing scheduled for August 12, when the board was to consider possible rate changes, has been postponed.

Last month, the district's board also voted to temporarily suspend late fees and water shutoffs to ensure all customers have access to safe, clean water during the public health emergency.

Customers who are experiencing difficulties paying their water bills are encouraged to contact the district's customer service team at 619-466-0585 to make payment arrangements.

"As a not-for-profit agency, over the coming months we will be looking at all options to balance our budget while continuing to keep the water flowing," said Gracyk. "The board is prepared to have those difficult conversations - we're committed to supporting our customers and community during these tough times."

Further details about the district's response to the coronavirus outbreak are available at [hwd.com](http://hwd.com).

**Board of Directors**

Mark Gracyk, President  
DeAna R. Verbeke, Vice President  
Daniel H. McMillan, Division 1  
Kathleen Coates Hedberg, Division 4  
Joel A. Scalzitti, Division 5

*Helix Water District provides water treatment and distribution for 277,000 people in the cities of El Cajon, La Mesa and Lemon Grove, the community of Spring Valley and areas of Lakeside -- east of downtown San Diego. Helix also provides treated water to neighboring Padre Dam, Otay and Lakeside water districts.*

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