

JANUARY-FEBRUARY 2021

Helix Highlights



Photo: An ozone generator at the R.M. Levy Water Treatment Plant. Inside the generator, electricity splits oxygen molecules (O_2) and forms ozone (O_3), which we use to disinfect water during the treatment process.

INFRASTRUCTURE

Staff Reduces Cost of Treatment Plant Upgrade by 74 Percent

When the staff at Helix's R.M. Levy Water Treatment Plant received estimates as high as \$3.5 million to upgrade the plant's ozone generators, they decided to install the upgrade themselves. Suez Water Technologies provided the engineering and equipment, and staff incorporated new technology and innovative installation practices. They completed phase one for \$293,000 and will complete the entire project for just \$900,000 -- a 74 percent cost savings. The upgrade will extend the life of the generators at least 15 years.

ABOUT US

Want to See Our Financial Results? Read Our CAFR

While our budget is a plan for the year ahead, Our Comprehensive Annual Financial Report (CAFR) presents our actual financial results for the prior fiscal year, which ended June 30, 2020. The report also includes management's analysis and the financial trends shaping our finances and our future. We completed our CAFR in December. The report meets the requirements of the Government Accounting Standards Board and was audited by an independent auditor.

[Read our CAFR at hwd.com/district-documents](http://hwd.com/district-documents)

INFRASTRUCTURE

How Accurate is Your Water Meter?

"Extremely accurate," says Helix Utility Crew Supervisor Dan Baker, who manages water meter testing and maintenance for the district. Baker joined Helix public affairs team on Facebook Live on November 5 to show us how meters work and the steps Helix takes to ensure that our meter reads and water bills are correct. We captured Dan and his demonstration in a 4-minute video.

[Watch the video at hwd.com/water-meter](http://hwd.com/water-meter)

Did You Know?

Every five years, Helix assesses the reliability of our water supply for the next 20 years.

In 1983, the legislature passed the Urban Water Management Planning Act to encourage long-term planning, prevent water supply disruptions and promote water conservation.



Lake Oroville

Helix completed its first Urban Water Management Plan (UWMP) in 1985, and our engineering, conservation and system operations departments will complete our 2020 plan in a few months. It describes our:

- Water system
- Projected customer water use through 2040
- Projected water supply through 2040
- Water shortage contingency plan
- Water conservation program

What's most important is that we demonstrate in the plan our ability to serve customers during the dry years and multi-year droughts that occur regularly in California and that we can expect over the next 20 years.

[Read our 2015 UWMP at hwd.com/district-documents](http://hwd.com/district-documents)

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Things to Do



1 Manage Your Helix Account Online

There are two ways to manage your Helix account. You can receive paper water bills, write checks and mail them back to us, or you can enjoy the convenience and security of managing your account online.

Features and Benefits



Our online customer self service portal responds to the size of your screen, which means it works on your computer at home and on your phone when you're out and about or traveling.



When you're juggling more than one job, or school and work, it's nice to be able to review your Helix account and pay your water bill at 11 p.m. 24 hour self-service is a nice feature when you're on vacation, too.



We offer eBills, which are online water bills. Instead of getting printed bills in the mail, you review your eBills online. They look just like printed bills and they're forest and watershed friendly.



You won't forget to pay your Helix eBill because we send you alerts when your eBill is ready and when payment is due. You can choose email alerts or text message alerts.



If you're new to online bill payment, just follow the instructions. Set up automatic bank account deductions, or use eChecks, your bank's bill pay service or a credit card. We have Apple and Google Pay, too.



We maintain your eBills, payment history and account balance for you for 36 months -- just like online banking -- and you can access your account 24/7. This saves you a lot of time!



Your online account is protected by your password and your payment information is encrypted, so your information is safe and secure.

Want to enroll?

[Go to hwd.com](https://hwd.com) and click on **Log In**

Want to learn more? Call Customer Service at 619-466-0585 or take a look at our *Ultimate Guide to Paying Your Water Bill Online* at:

<https://hwd.fyi/ebills>

2 Don't Forget About Rebates

Are you one of the millions of people across the U.S. turning stay-at-home orders into home improvement projects? Tap into Helix rebates and save money:

Get up to \$85 on a high efficiency clothes washer



Get \$200 on a weather based irrigation controller



Get \$4 each on rotating sprinkler nozzles



Get \$3/sf when you replace lawn with water efficient plants



Go to socalwatersmart.com to learn about our rebates. You'll find lists of qualifying products, FAQs and instructions on how to apply.

[Go to socalwatersmart.com](https://socalwatersmart.com)

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