

MAY-JUNE 2021

Helix Highlights



Photo: Crane lifts the bridge that spans the east sedimentation basin at Helix's water treatment plant. It supports vacuums that collect sediment from the basin floor. We are refurbishing the tracks on which the bridge moves.

INFRASTRUCTURE

It's Been More Than a Year Since the Pandemic Began

We plan and train for emergencies at Helix because it's our job to keep the water on -- for first responders, doctors and nurses, and everyone helping someone stay safe or recover. 2020 brought with it an emergency that was, for most of us, unprecedented.

But we were ready to respond. Our IS department quickly retooled employees to rotate between working from home, in the field or in the office; staff engaged in social distancing protocols; and everyone is disinfecting tools and vehicles.

"It's been over a year", said Helix General Manager Carlos Lugo, "And I'm happy to report that we've continued to meet all required water quality standards, meet our customers needs and complete our strategic goals."

ABOUT US

Watch Our New Videos

Take a look at our four new videos on YouTube: *The Value of Water*, *Understanding the Delivery System*, *System Upgrades* and *Where Does My Money Go?*

Go to hwd.com/fyi/youtube



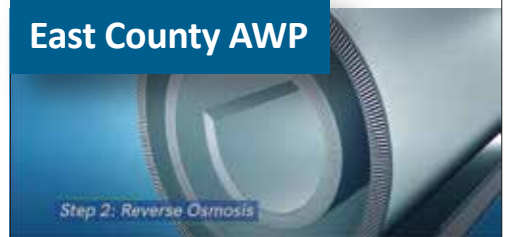
Helix Helps

Customer Assistance Program

The Helix Helps Customer Assistance Program offers a one-time credit of up to \$300 to help residential customers who live in a single-family home, have a past due balance on their Helix water bill and can demonstrate loss of income due to the Covid-19 pandemic.

Learn more at hwd.com/fyi/help

East County AWP



Watch *The Clear Solution*

The East County Advanced Water Purification Project released a new, four-minute video that's worth a look. The video explores, step by step, how the project will purify recycled water to provide a new, drought-proof water supply that meets up to 30 percent of east county's needs.

Go to hwd.com/fyi/clear



Did You Know?

California's had two dry winters, but in San Diego, our investments in water reliability are paying off. Go to hwd.com/fyi/drought

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Rebates



Doing home improvement projects? Our rebates and the water you'll save can turn your projects into savvy investments. Go to hwd.com/rebates.

The nicest thing you can do for your landscape

is keep plant roots cool and moist under 3-4 inches of mulch during the hot, dry summer ahead.

Mulch Rebate **NEW!**

Get back \$25 per cubic yard
Up to \$100



Want to replace lawn with water efficient plants? We have a rebate for that.

Turf Replacement Rebate
Get back \$3 per square foot
Up to 5,000 square feet



When your irrigation system knows how much water your plants really need

you save a lot of water. How can your irrigation system know? By monitoring temperature, rainfall and water in the soil.

Reduce your landscape irrigation by 20% just in time for summer.

Just unscrew the old spray nozzles on your pop-up sprinklers and screw on rotating nozzles.

Rotating Nozzles Rebate

Get back \$4 per nozzle
(30 nozzle minimum)



If you're replacing a toilet

buy a premium, high efficiency model that will save water and money.

High Efficiency Toilet Rebate

Get up to \$40 on 1.1 gallon per flush models



Take advantage of technology and manage your water use.

Smart leak detectors sync to your smartphone and alert you if there is high consumption or a leak on your property. Gain insight into how much water your irrigation system uses or your family's average daily water use. More importantly, these devices help you identify and repair leaks before they cause an unexpectedly high water bill.

Smart Leak Detector Rebate

Get up to \$100 per device



Weather-Based Irrigation Controller Rebate

Get up to \$200 (<1 acre)
Or \$35 per station (>1 acre)

Soil Moisture Sensor Rebate

Get up to \$80 (<1 acre)
Or \$35 per station (>1 acre)

Get ready now for next winter and the storms we hope to see.

Rain Barrel Rebate

Get up to \$35

Rain Cistern Rebate

Get up to \$350

If you're replacing an appliance

buy a high efficiency model that uses 55 percent less water.

High Efficiency Clothes Washer Rebate

Get up to \$110

