

SEPTEMBER-OCTOBER 2021

Helix Highlights



Isolation Valves at Helix's Operations Center

INFRASTRUCTURE

Helix Valve Program Controls More Than Just Flows

We distribute water to customers through 730 miles of underground pipe, and we install valves so we can isolate pipe breaks and make repairs. Helix replaces around 200 valves per year and its operations crews maintain around 8,900 valves per year. "With regular maintenance, we expect a valve to perform for up to 75 years," said Helix Water District Director of Operations Kevin Miller. "When pipes need repair, well-maintained valves minimize our response time, the cost of the repair and the impact on customers."

16,900+

Valves in service

5,900+

Valves Helix crews will repair and maintain this year

175+

Valves Helix will replace this year

See where we are working at hwd.fyi/construction



Lake Mead at 35% of capacity

WATER SUPPLY

Water Shortage in Effect for Arizona, Nevada and Mexico

In August, the U.S. Bureau of Reclamation declared a Stage 1 water shortage in the lower Colorado River Basin. The action requires mandatory cuts for Arizona, Nevada and Mexico and comes after 20 years of drought and declining water levels in Lake Mead. California has senior water rights on the river and remains protected from water supply cuts until a Stage 3 shortage declaration.

Most of the imported water Helix purchases comes from the Colorado River. Although the San Diego region has sufficient supplies for now, we can all do our part to help. Voluntary efforts - as recently requested by California's governor - can help delay shortages and improve conditions. *Cont. on page 2*

OPERATIONS

Emergency Preparedness at Helix

Our focus throughout an emergency is maintaining a safe water supply. Here are some of the steps we've taken to prepare for emergencies.



Emergency Storage

We keep a 75-day water supply in our reservoirs. We also collaborate with neighboring agencies to make sure Helix has multiple ways to access and deliver water.



Reserve Equipment

We maintain our own warehouse stocked with the equipment and parts we need to respond to emergencies even when supply chains break down.



Emergency Generators

We have equipped our critical facilities with emergency generators, and use portable generators, too, so that we can continue pumping water to customers during power outages.



Proactive Maintenance

We proactively maintain our infrastructure and also our vehicles, heavy equipment and tools so that we are always ready, to respond when an emergency happens.

Learn how to prepare your family for emergencies.

Go to hwd.com/emergencies

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Community



WATER SUPPLY CONT.

Keep up the excellent work

Your water bills and your commitment to water conservation are the reason we have the water we need.

Part of your bills paid for new water resources including ocean desalination, water transfer agreements in the Imperial and Coachella valleys, water recycling projects and conservation programs. They also paid for additional water storage in new or expanded dams here in San Diego County.

We are all using less water, too. Our homes and businesses use half the amount of water they used in 1990. This allows us to store more water, which protects us during droughts. They also help reduce the cost of replacing and upgrading water systems.

As San Diegans, we have the water we need. We also know how to ensure water for our future. Let's keep up our efforts, and keep using water wisely.



Helix Helps

Customer Assistance Program

The Helix Helps Customer Assistance Program offers a one-time credit of up to \$300 to help our 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 pandemic.

[Learn more at hwd.fyi/help](http://hwd.fyi/help)

SUSTAINABILITY

Do your part, be WaterSmart

Here are six things you can do today to be WaterSmart and keep using water efficiently.



1. Seek (free) professional help
 Request a free home water-use evaluation and receive site-specific water-saving recommendations.

[Visit: hwd.fyi/pro](http://hwd.fyi/pro)

2. Look for trouble
 Use your meter to check for leaks, and monitor water bills to check for changes that may signal a leak or other problems.

[Visit: hwd.com/water-meter](http://hwd.com/water-meter)

3. Start making WaterSense®

Replace older appliances and fixtures with efficient WaterSense® models, and take advantage of rebates to save money.

[Visit: hwd.com/rebates](http://hwd.com/rebates)



4. Tame your turf's thirst

Step on your grass. If it springs back when you lift your foot, it doesn't need water. Irrigate in the evening or early morning, and set lawn mower blades to 3 inches to reduce evaporation.

5. Work from the ground up

Help your soil retain moisture. Aerate compacted soils and add compost. Cover soil around trees and plants with mulch.

6. Get an upgrade

When adding or replacing trees, shrubs, groundcovers or flowers, choose less-thirsty varieties. Group plants with similar watering needs together. Incorporate plants such as edibles and shade trees that provide added benefits.

[Visit: hwd.fyi/outdoors](http://hwd.fyi/outdoors)



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