

JULY-AUGUST 2022

Helix Highlights



Photo: Low water level in Lake Oroville in Northern California. (The Weather Channel)

WATER SUPPLY

Helix Asks Customers to Continue Conservation

In response to drought conditions, the State Water Resources Control Board directed all water utilities in California to implement additional water conservation measures.

Helix’s additional, voluntary conservation measures are listed below. We are pleased to report that most of our customers already use these measures in their landscapes.

“Since the 1990s, Helix customers have reduced their water use by almost half through their commitment to using water efficiently,” said Helix Board President Kathleen Coates Hedberg. “We appreciate your efforts and encourage everyone to keep up the good work.”

In fact, over the last 30 years, Helix and the other water utilities in the San Diego region invested \$3 billion in water conservation and new water supplies. We have the water we need, even in dry years like this one, for decades to come.



Water Conservation Measures

- Water landscaping before 10 a.m. and after 6 p.m.
- Water landscaping up to three days per week – customers may choose which days work best for them
- Limit watering to 10 minutes per station per day unless you are using drip/micro irrigation, stream rotors, rotating nozzles or a weather-based irrigation controller
- Use a hose and automatic shutoff nozzle when watering by hand or washing vehicles
- Use recirculated water in fountains
- Repair all leaks within five days



The state also banned watering of decorative lawns at commercial, industrial and institutional properties, including homeowner association common areas. This does not apply to residential lawns, community spaces or sports fields.

The state may require mandatory conservation if drought conditions worsen. Check out our sustainability menu at hwd.com for landscaping and irrigation tips, rebates and more to help you save water.



WATER QUALITY

Our Annual Water Quality Report is Available Online

Our new water quality report, which documents the quality of our treated water throughout calendar year 2021, is available in English and Spanish at hwd.com.

Our 2021 data shows
100%
compliance with

State of California
Health Standards

U.S. EPA
Health Standards

U.S. EPA
Lead and Copper Rule

“What does this data tell you? It says feel confident filling your own reusable bottle with Helix water. We have done an exceptional job of meeting public health standards for over 50 years,” said Helix General Manager Carlos V. Lugo.

Browse the Report at:

hwd.fyi/wqr2021-english

hwd.fyi/wqr2021-espanol

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COMMUNITY

Apply Now for Water Bill Assistance

The state of California’s Low-Income Household Water Assistance Program, or LIHWAP, is accepting applications. The program offers a one-time payment to help low-income households pay past due water and sewer bills.

Questions? Go to www.csd.ca.gov/waterbill or call Helix at 619-466-0585

How to Qualify

1. A member of your household is a current recipient of CalFresh or CalWORKs, OR
2. Your gross household income is at or below 60% of the state median income (see table below)

Persons in Household	Monthly Income
1	\$2,564.73
2	\$3,353.87
3	\$4,143.02
4	\$4,932.17
5	\$5,721.31
6	\$6,510.46
7	\$6,658.43
8	\$6,806.39
9	\$6,954.36
10	\$7,102.32

How to Apply

La Mesa, Lemon Grove, Casa de Oro (91941 zip code) and Mt. Helix Residents

1. Call Campesinos Unidos
7:30 a.m. - 4 p.m. Monday-Friday
619-391-9790
2. Ask for water bill assistance. Their office is at 885 Gateway Center Way, Suite 103, in San Diego. You will be asked for proof of your income and to fill out an application.

Spring Valley, Casa de Oro (91977 zip code), El Cajon, Bostonia, Lakeview and Winter Gardens Residents

1. Call Metropolitan Area Advisory Committee
8 a.m. - 3 p.m. Monday-Friday
619-434-3829
2. Ask for water bill assistance. Their office is at 1703 Hoover Avenue, Suite B, in National City. You will be asked for proof of your income and to fill out an application.



SUSTAINABILITY

KPBS Does Story on Helix Demonstration Landscape

John Carroll from KPBS visited our demonstration landscape to find ideas for landscaping that don’t mind water use restrictions. Watch!

Go to hwd.fyi/kpbs



YOUR ACCOUNT

Enroll by August 31!

Pay your water bill online by August 31 and we’ll enter you in the InvoiceCloud Sweepstakes. Enroll in paperless billing and we’ll enter you again! Prizes include \$4,000 travel vouchers, Apple Watches and Amazon gift cards. Customers already enrolled in autopay or paperless billing are automatically entered. No payment or purchase is necessary.

Go to bit.ly/InvoiceCloudSweeps for official rules



WATER SUPPLY

East County Officials Break Ground on New Water Supply

Officials broke ground on June 1 to begin construction of the East County Advanced Water Purification Program. When it’s completed in 2026, the system will produce up to 30% of East County’s water supply.

Go to hwd.com/east-county-awp