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Customer Service

Billing Rates (effective Nov.1, 2014)

I. BILLING

1. **Regular:** Bills are rendered bi-monthly on all permanent meters.
2. **Temporary Meters:** Bills are rendered monthly on all temporary meters.

II. CHARGES FOR WATER SERVICE

1. **Meter Charge:** All permanent meter installations shall be subject to the following base charges whether or not water is used:

Meter Size	Each Billing*
5/8"	\$ 43.36
3/4"	\$ 43.36
1"	\$ 80.79
1 1/2"	\$ 152.76
2"	\$ 239.13
3"	\$ 440.64
4"	\$ 728.52
6"	\$1,448.24
8"	\$2,311.89

Base charges for initial and closing bills will be prorated on a daily basis.

*For land outside District and tax deeded land this charge shall be doubled.

2. **Fire Service Lateral Charge:** Bi-monthly charge \$80.79
3. **Commodity Charge** is a unit charge for the amount of water used. This charge includes water purchases, treatment, pumping, and other costs attributable directly to the amount of water used. (1 unit = 100 cu. ft. = 748 gallons)

a. Domestic class will be billed based on the units used in each of the following tiers:

Units	Cost Per Unit
0-10	\$3.31
11-30	\$4.14
31+	\$5.51

b. Government, commercial and multi-family classes will be billed \$4.14 per unit for all units used.

c. Irrigation class will be assigned a water budget and be billed based on the units used in each of the following tiers:

Speakers Bureau



May we present...?

Helix has a series of presentations that bring information about the District to the community.

Would your organization like to know how your Helix dollar is spent? Or, perhaps you might be interested in the history of water in East County, from flume line to ozone?

Presenters come with all of their own equipment--laptop, projector, and handouts. All that is needed is a place to plug in, set up, and project onto a wall or screen.

To schedule a speaker, please contact Ted Salois at (619) 667-6257 or ted.salois@helixwater.org.

Units	Cost Per Unit
Up to 100% of Budget	\$4.14
101 - 120% of Budget	\$6.21
121%+ of Budget	\$8.28

4. Temporary Meter Charge:

See **Temporary Fire Hydrant Meters** [frequently asked questions](#).

Approximate Capacity in gallons per minute	Deposit Required	Monthly Service Charge
Up to 50	\$ 775.00	\$80.79
50-300	\$1,900.00	\$152.76
300-1,000	\$5,056.00	\$239.13

The standard commodity charge for all water used will be \$8.28 (twice the commercial rate).

The following items shall be deducted from the meter deposit charge when the meter is removed from service:

a. Cost of installation and removal of the meter and backflow prevention assembly:

i.	Low flow	\$241.00
ii.	Medium flow	\$260.00
iii.	High Flow	\$387.00

b. Half the cost of standard meter installation or removal fee for each meter relocation or service call.

c. Any unpaid water charges.

d. The cost of any repairs required or materials lost or damaged.

III. INSTALLATION CHARGES

1. Charges for Meter and Lateral:

a. Meter

Size	Amount
3/4"	\$260.00
1"	\$341.00
1-1/2"	\$622.00
2"	\$844.00

Laterals will be installed on an actual cost basis. The following deposits will be collected for estimated costs: (In certain designated areas, deposits will vary.)

Size	Amount
1"	\$5,100.00
2"	\$7,300.00

b. In addition to the above installation charges, a service charge of \$167.00 will be collected for reinstallation of a meter and/or an increase in meter size.

c. Reduction in meter size on existing lateral - no charge and no refund.

d. Increase in meter size - credit will be given for the current charge for only one meter for each new meter installation.

e. Lateral abandonments and relocations will be done on an actual cost basis. A deposit of 1/2 the lateral installation cost will be required.

2. **Charges for Fire Hydrants and Fire Service Laterals:** Fire hydrants and fire service laterals installed by District forces shall be at actual cost. Fire hydrants and fire service laterals installed on a new water main contracted by the District shall be at the bid price plus 10%.

3. **Capacity Fee/Charge:** The current Helix Water District Capacity Fee and SDCWA Capacity Charge will be collected as required.

4. **Encroachment Permits:** A fee will be collected for encroachment permits issued to the District by other agencies.

IV. SERVICE CHARGES

1. Start up Fee	\$17.00
2. 48-hour Notice Fee	\$25.00
3. Service Call Charge	\$25.00
4. Returned Payment Charge	\$27.00
5. After-Hours Reinstatement Fee	\$106.00
6. Meter Restoration Fee	\$167.00
7. Return Trip Charge	\$17.00

V. DISCONTINUANCE OF SERVICE

1. Service may be discontinued by the District when charges remain unpaid beyond the due date, or at the customer's request.

2. The District may remove meters where service has been discontinued for one year. A meter restoration fee will be required to reinstate the meter.

3. If a customer has more than one water account, any active account may be subject to disconnection for unpaid charges from a terminated account of the customer.

VI. RESTORATION OF SERVICE

1. When the customer applies for restoration of service, any unpaid water charges accrued previously in his name must be paid.

2. If the meter has been removed, all of the following additional comments will apply:

a. A charge (as noted in paragraph III 1b) will be made for reinstallation of meter, and a deposit may be required.

b. If the existing lateral is no longer usable, or cannot be reasonably located, the standard lateral installation charge must be paid.

c. Connection fees shall be charged to customers in cases where the owners of the land to be served have not previously contributed to the cost of the construction of an existing water main.

d. All delinquent District assessments must be paid.

e. The District reserves the right to change the size of the meter to conform to the Rates and Rules.

Helix Water District • 7811 University Ave., La Mesa, CA 91942 • (619) 466-0585



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Customer Service

Billing Rates (effective Jan. 15, 2015)

I. BILLING

1. **Regular:** Bills are rendered bi-monthly on all permanent meters.
2. **Temporary Meters:** Bills are rendered monthly on all temporary meters.

II. CHARGES FOR WATER SERVICE

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Meter Size	Each Billing
5/8"	\$ 43.36
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1 1/2"	\$ 152.76
2"	\$ 239.13
3"	\$ 440.64
4"	\$ 728.52
6"	\$1,448.24
8"	\$2,311.89

Base charges for initial and closing bills will be prorated on a daily basis.

2. **Fire Service Lateral Charge:** Bi-monthly charge \$80.79
3. **Commodity Charge** is a unit charge for the amount of water used. This charge includes water purchases, treatment, pumping, and other costs attributable directly to the amount of water used. (1 unit = 100 cu. ft. = 748 gallons)
 - a. Domestic class will be billed based on the units used in each of the following tiers:

Units	Cost Per Unit
0-10	\$3.31
11-30	\$4.14
31+	\$5.51

- b. Government, commercial and multi-family classes will be billed \$4.14 per unit for all units used.
- c. Irrigation class will be assigned a water budget and be billed based on the units used in each of the following tiers:

Units	Cost Per Unit
Up to 100% of Budget	\$4.14
101 - 120% of Budget	\$6.21
121%+ of Budget	\$8.28

Speakers Bureau



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4. Temporary Meter Charge:

See **Temporary Fire Hydrant Meters** [frequently asked questions](#).

Any person requesting a temporary water meter for construction or other purposes shall pay temporary meter charges and for the water used.

- a. Deposit.....\$2,429.00
- b. Cost of Installation.....\$151.00
- c. Fee for each meter relocation.....\$151.00
- d. Standard Commodity Charge per unit.....\$4.14
- e. Monthly Base Charges.....\$220.32

The following items shall be deducted from the meter deposit charge when the meter is removed from service:

- a. Cost of removal of the meter and backflow prevention assembly.....\$79.00
- b. Any unpaid water charges.
- c. The cost of any repairs required or materials lost or damaged or missing meters.

III. INSTALLATION CHARGES

1. Charges for Meter and Lateral:

a. Meter

Size	Amount
3/4"	\$260.00
1"	\$341.00
1-1/2"	\$622.00
2"	\$844.00

Laterals will be installed on an actual cost basis. The district will be reimbursed the actual cost for the installation, abandonment and/or relocation of meters and laterals. A deposit based on a field estimate will be collected to cover the associated costs of the work. (In certain designated areas, deposits will vary.)

- b. In addition to the above installation charges, a service charge of \$106.00 will be collected for reinstallation of a meter.
- c. Reduction in meter size on existing lateral will be allowed upon payment of the applicable meter cost and meter installation fee for the requested-size meter.
- d. Increase in meter size when the existing lateral is used --a meter may be increased in size upon payment of applicable meter cost and meter installation fee for the requested size, plus the difference between the applicable Helix capacity fees and credit will be given for the current charge for only one meter for each new meter installation.
- e. Lateral abandonments and relocations will be done on an actual cost basis.

2. Charges for Fire Hydrants and Fire Service Laterals: Fire hydrants and fire service laterals installed by District forces shall be at actual cost. Fire hydrants and fire service laterals installed on a new water main contracted by the District shall be at the bid price plus 10%.

3. Capacity Fee/Charge: The current Helix Water District Capacity Fee and SDCWA Capacity Charge will be collected as required.

4. Encroachment Permits: A fee will be collected for encroachment permits issued to the District by other agencies.

IV. SERVICE CHARGES

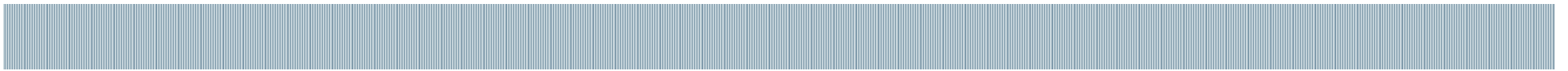
1. Start-Up Fee	\$25.00
2. Same Day Start-Up Fee	\$44.00
3. Service Call Charge	\$44.00
4. Returned Payment Charge	\$27.00
5. After-Hours Reinstatement Fee	\$153.00
6. Meter Restoration Fee	\$106.00
7. Return Trip Charge	\$25.00

V. DISCONTINUANCE OF SERVICE

1. Service may be discontinued by the District when charges remain unpaid beyond the due date, or at the customer's request.
2. The District may remove meters where service has been discontinued for one year. A meter restoration fee will be required to reinstate the meter.
3. If a customer has more than one water account, any active account may be subject to disconnection for unpaid charges from a terminated account of the customer.

VI. RESTORATION OF SERVICE

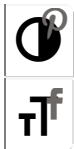
1. When the customer applies for restoration of service, any unpaid water charges accrued previously in his name must be paid.
2. If the meter has been removed, all of the following additional comments will apply:
 - a. A charge (as noted in paragraph III 1b) will be made for reinstallation of meter, and a deposit may be required.
 - b. If the existing lateral is no longer usable, or cannot be reasonably located, the standard lateral installation charge must be paid.
 - c. Connection fees shall be charged to customers in cases where the owners of the land to be served have not previously contributed to the cost of the construction of an existing water main.
 - d. All delinquent District assessments must be paid.
 - e. The District reserves the right to change the size of the meter to conform to the Rates and Rules.



☎ 619-466-0585 ✉ helix@helixwater.org



2016 Rates and Fees



Meter Fees

The meter fee recovers all of the costs associated with customer service, fire protection and a portion of Helix's costs for infrastructure and debt service costs. These are fixed costs, which is why the meter fee appears on water bills even when water is not used. Please note that most homes have a 5/8 inch or 3/4 inch meter. **The amount shown is for two months**, and is prorated on a daily basis on a customer's first and final bills.

Rates and Fees shown apply to water bills mailed after January 1, 2016

[Quick Guide: 2016 Rates](#)

[Commodity Rates](#)

[Convert Units to Gallons](#)

[Water Bill Estimator](#)

[Service Fees](#)

[Meter/Lateral Installation](#)



\$43.55

5/8 inch meter

\$43.55

3/4 inch meter

\$63.65

1 inch meter

\$113.88

1 1/2 inch meter

\$174.16

2 inch meter



\$365.05

3 inch meter



\$646.35

4 inch meter



\$1,319.48

6 inch meter



\$2,826.48

8 inch meter



Commodity Rates

The commodity rate is a fee for each unit of water use, and it pays for purchasing the water from the San Diego County Water Authority, the treatment process, the energy to pump the water and other volume-based costs.

1 unit = 100 cubic feet = 748 gallons



Single Family Homes

Domestic users pay a progressively higher rate as their water use increases. The first 10 units of water are the least expensive because most homes use up to 10 units for essential indoor use.

\$3.97 per unit | 0-14 units of water use

\$4.70 per unit | 15-34 units

\$5.92 per unit | 35+ units

Multi-Family Homes

Multi-family properties have a single-tier, uniform rate structure.

\$4.54 per unit | all units of water use

Commercial and Government

Commercial and government customers have a single-tier, uniform rate structure.

\$4.59 per unit | all units of water use

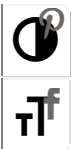
Irrigation

Irrigation customers are billed monthly, and must comply with a monthly water budget: the amount of water needed to irrigate efficiently based on square footage, plant type, sprinkler type and weather conditions.

[How Water Budgets Are Calculated](#)

Tier 1 | \$4.70 per unit | for water use up to 100% of budget

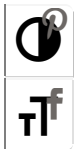
Tier 2 | \$5.92 per unit | for water use exceeding budget



Temporary Meters

Temporary water meters are available for construction and other purposes. Temporary meter customers will receive a monthly bill and pay the following rates and fees. [FAQs-Temporary Meters](#)

\$2429.00	Deposit
\$151.00	Each installation and relocation
\$79.00	Removal (plus unpaid rates, fees, damages)
\$182.53	Monthly meter fee
\$4.59	Commodity rate per unit of water use



Fire Service Laterals

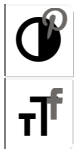
Fire protection laterals are not metered.

Lateral Size	Bi-monthly fee
3/4"	\$8.85
1"	\$11.80
2"	\$23.60
4"	\$47.21
6"	\$70.81
8"	\$94.42
10"	\$118.02



Convert Units to Gallons

Units	Gallons	Units	Gallons	Units	Gallons
1	748	70	52,360	140	104,720
10	7,480	80	59,840	150	112,200
20	14,960	90	67,320	160	119,680
30	22,440	100	74,800	170	127,160
40	29,920	110	82,280	180	134,640
50	37,400	120	89,760	190	142,120
60	44,880	130	97,240	200	149,600



Based on the current average water use of Helix customers, one unit of water is enough water for one person for approximately one week.



Service Fees

\$25

Service call
requested by customer

\$44

Same day
service call fee

\$27

Customer payment
returned by bank

\$44

Turn off meter
due to nonpayment



\$153

Turn on meter
after hours



\$106

Installation of new meter
on existing lateral



\$56

Turn off for backflow
noncompliance



Meter and Lateral Installation

Meter Installation

\$260.00		3/4 inch meter
\$341.00		1 inch meter
\$622.00		1 1/2 inch meter
\$844.00		2 inch meter
\$106.00		Reinstallation of a meter

Installing a smaller meter on an existing lateral is allowed upon payment of the meter installation fee for the requested meter size. Installing a larger meter on an existing lateral requires payment of the meter installation fee for the requested meter size and the difference between the Helix capacity fees on the old and new meters. Credit for the capacity fee on an existing meter is limited to one new meter.



Lateral Installation

Helix must be reimbursed for the actual cost of the installation, abandonment and/or relocation of laterals and meters.

Fire Hydrants and Fire Service Laterals

Hydrants and laterals installed by Helix crews are billed at the actual cost of installation.

Capacity Fees

Payment of current Helix and San Diego County Water Authority capacity fees is required.

Encroachment Permits

A fee is collected for encroachment permits issued to Helix by other agencies.



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Helix Submits Comments to State Water Resources Control Board

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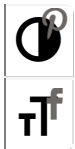


Lead in drinking water



Meet With a Landscape Designer at The Water Conservation Garden

The Big Horseshoe Tournament is February 13th at Lake Jennings



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