



[Report Water Waste](#)  
[Current Projects](#)  
[Water Quality](#)  
[District Reports](#)  
[Agenda & Minutes](#)

## Bill Estimator

- [Customer Service Information](#)
- [View all payment options](#)
- [Learn how to read your meter and check for leaks](#)
- [See a short meter-read video demonstration.](#)
- [Prop 218 notice](#)

## Customer Service

### Billing Rates (effective Nov. 1, 2013)

- 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"	\$ 42.93
3/4"	\$ 42.93
1"	\$ 79.99
1 1/2"	\$ 151.25
2"	\$ 236.76
3"	\$ 436.28
4"	\$ 721.31
6"	\$1,433.90
8"	\$2,289.96

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 . . . . . \$78.44
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	\$3.13
11-30	\$3.91
31+	\$5.20

b. Government, commercial and multi-family classes will be billed \$3.91 per unit for all units used.

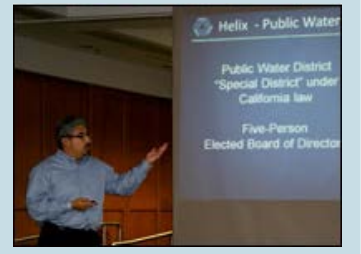
c. Irrigation class will be assigned a water budget and be billed based on the units used in each of the following tiers:

Units	Cost Per Unit
Up to 100% of Budget	\$3.91
101 - 120% of Budget	\$5.87
121%+ of Budget	\$7.82

**4. Temporary Meter Charge:**

Approximate Capacity in gallons per minute	Deposit Required	Monthly Service Charge
Up to 50	\$ 775.00	\$79.99
50-300	\$1,900.00	\$151.25

## 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](mailto:ted.salois@helixwater.org).

300-1,000	\$5,056.00	\$236.76
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The standard commodity charge for all water used will be \$7.82 (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"	\$230.00
1"	\$316.00
1-1/2"	\$627.00
2"	\$858.00

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	\$17.00
3. Service Call Charge	\$34.00
4. Returned Payment Charge	\$25.00
5. After-Hours Reinstatement Fee	\$95.00
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.