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### Helix Service Area

- La Mesa
- El Cajon
- Lemon Grove
- Portions of Spring Valley, Lakeside and unincorporated El Cajon

### Helix Serves

**Retail to our customers:**

- 28,000,000 gallons/day
- 268,000 customers
- 55,500 meters
- 114 gallons/person/day (Avg.)
- 146 staff

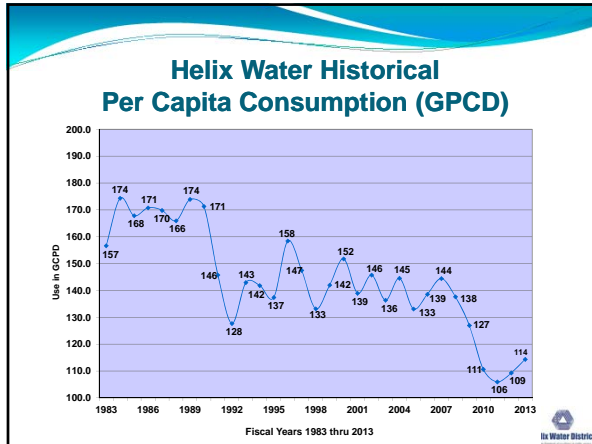
**Sold to other districts:**

- 20,000,000 gallons/day
- OTWD, PDMWD & LWD

### Local Sources

### Water Supply Challenges

- Recurring drought conditions
- Government regulations
- SBx 7-7 Compliance (20 x 2020 Water Conservation Plan)



### Water Management

- Water Loss Control
- Water Storage
- Water Conservation Policy for Development & Redevelopment
- Support water reuse
- Support water conservation legislation
- Comply with CUWCC's Best Management Practices

### Conservation Pricing

**Encourages conservation & efficient water use**

- Domestic accounts: Three tiered, inclining-block rate structure
- Irrigation accounts: Water budgets based on total landscape area and seasonal weather conditions; three tiered, inclining-block rate structure

### Drought Response Policy

- Adopted in 2008
- Activates in response to declared water supply shortage by SDCWA
- Establishes four levels of drought response actions

Drought Response Level	Conservation Target/Use Restriction
1 – Drought Watch	Increased Voluntary
2 – Drought Alert	Up to 20% Mandatory
3 – Drought Critical	Up to 40% Mandatory
4 – Drought Emergency	More than 40% Mandatory

### Level 1 Drought Watch

- SDCWA declared Level 1 on February 13, 2014
- Helix declared Level 1 on February 19, 2014

**LEVEL 1 – DROUGHT WATCH**  
**INCREASED VOLUNTARY CONSERVATION**  
 Effective February 19, 2014

- Increased voluntary conservation measures
- No mandatory restrictions expected during 2014

### Survey Programs


- Free service
- Evaluates how water is being used at property
- Provides short and long term suggestions on how to use water more efficiently

### Rebates for Water-Efficient Devices

Indoors	Maximum Rebate
High-Efficiency Toilet	\$50
High-Efficiency Clothes Washer	\$85

Outdoors	Maximum Rebate
Weather-Based Irrigation Controller	\$200* or \$25/station
Soil Moisture Sensor	\$80 or \$25/station
High-Efficiency Rotating Sprinkler Nozzles (minimum 15)	\$4/nozzle
Rain Barrels (up to 4 barrels)	\$75/barrel




### Turf Replacement Rebates

Program	Maximum Rebate
Metropolitan Water District – SoCal WaterSmart	\$1.50/sf
San Diego County Water Authority’s Turf Replacement Program	\$1.50/sf






### Conservation Services & Resources

- Free low-flow showerheads
- Newsletter
- Workshops & Classes
- Partnership w/ Water Conservation Garden
- Annual Landscape Contest




### Education & Public Outreach


- **School Programs**
  - Classroom presentations
  - Classroom kits
  - Treatment Plant tours
  - Poster & Photo Contests
  - Scholarships
- **Speaker’s Bureau**

## Questions?

## Thank you



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