

Water Charges

Base Charge

Customers pay a base charge every two months whether or not water is used. This fee pays for fixed costs like customer service, engineering, construction and debt service. The fee is based on the size of a customer's water meter and is prorated on a daily basis on a customer's first and final bills.

Water Service Charge

This fee is for the units of water a customer uses -- one unit is 748 gallons. Customers are responsible for all water passing through their meter, including leaks. The fee pays for purchasing water from the San Diego County Water Authority, water treatment, energy to pump water and other volume-based costs. To learn more about water rates go to hwd.com/rates.

Billing Schedule

Day 0 Bill date
Day 21 Payment due
Day 28 Payment delinquent
Day 84 Account subject to shutoff

Additional Charges

- 10% charge on bills not paid by due date
- Charge for returned payments
- Account subject to deposit and additional fees if bill not paid by shutoff date

Payment Options

Register Your Account Online (Preferred)

Go to hwd.com/bill-payment

- Enroll in paperless billing
- Pay by text message
- Pay with an electronic check (free) or credit/debit card (fee applies)
- Set up AutoPay for automatic bill payment
- Update or close your account 24/7

Pay by Mail

Mail payment to Helix Water District Lockbox, P.O. Box 513597, Los Angeles, CA 90051-3597.

Pay in Person

Go to 7811 University Avenue in La Mesa, Monday-Friday, 8:30 a.m.-5 p.m. Cash, checks and money orders accepted. Credit/debit cards not accepted.

Pay After Hours

Use the dropbox in our parking lot at 7811 University Avenue in La Mesa.

Pay by Phone

Call 855-276-8053 and pay with electronic check (free) or credit/debit card (fee applies).

Water Conservation

Efficient Water Use Saves Money

- Go to hwd.com/water-meter to learn how to check for leaks
- Go to hwd.com/sustainable-home to learn how to save water indoors
- Go to hwd.com/sustainable-landscape to learn how to save water outdoors

Customers must initiate a complaint, or request an investigation concerning services or charges shown on this bill, before payment is delinquent (28 days). If customer service is unable to resolve the issue to the customer's satisfaction, they may request review by the review manager. Customer has the right to appeal the review manager's decision to the board of directors by filing a written appeal within seven days of the review manager's decision.

Update Your Account

Please provide your new billing information below. To change the name on your account, please call customer service at 619-466-0585.

New billing address _____

City _____ State _____ Zip _____ Primary phone _____

Alternate phone _____ Email _____

Authorized signature _____ Please print name _____