

Water Charges

Fixed Charge

Customers pay a fixed 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.

Variable 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, up to \$50, on bills not paid by due date
- Account subject to deposit and additional fees if bill not paid by shutoff date
- Charge for returned payments

Payment Options

Enjoy the Convenience of an Online Account

Go to hwd.com/bill-payment and choose the options that fit your lifestyle.

- Go paperless and get email or text message reminders to view bills online
- Pay by electronic check (free) or credit/debit card (fee and transaction limit)
- Set up automatic bill payment or use your bank's bill payment service
- We maintain your bills and payment history for you, just like online banking

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 and transaction limit).

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 Form

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

Address _____

City _____ State _____ Zip _____

Primary Phone _____ Alternate Phone _____

Email Address _____

Authorized Signature _____

Please Print Name _____