

**Consumer Confidence Report
Certification Form**
(to be submitted with a copy of the CCR)


(To certify electronic delivery of the CCR, use the certification form on the State Board's website at
http://www.swrcb.ca.gov/drinking_water/certific/drinkingwater/CCR.shtml)

Water System Name: Helix Water District

Water System Number: CA3710010

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 6/22/2020 to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the SWRCB, Division of Drinking Water.

Certified by: Name: Cindy Ziernicki

Signature: 

Title: Lab Director

Phone Number: (619) 667-6248 Date: 9/10/2020

To summarize report delivery used and good-faith efforts taken, please complete the below by checking all items that apply and fill-in where appropriate:

☒ CCR was distributed by mail or other direct delivery methods. Specify other direct delivery methods used: Email to customers with URL attached. Copies were set out at Helix Water District facilities for visitors to take.

☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:

- ☒ Posting the CCR on the Internet at <https://hwd.com/water-quality-reports/>
- ☒ Mailing the CCR to postal patrons within the service area (attach zip codes used)—all customers that requested a hard copy were mailed one.
- ☒ Advertising the availability of the CCR in news media (attach copy of press release)
- ☒ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
- ☒ Posted the CCR in public places (attach a list of locations) Helix Water District Admin Office and Helix Water District Treatment Plant
- ☐ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
- ☐ Delivery to community organizations (attach a list of organizations)
- ☒ Other (attach a list of other methods used)

☒ For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following address: www.hwd.com

This form is provided as a convenience for use to meet the certification requirement of the California Code of Regulations, section 64483(c).

Outreach / 2020 Water Quality Report

Media	Date	Language	Impressions	Opens
San Diego Union Tribune - 2 col x 6 in display ad	27-Jun	English/Spanish	400,000	n/a
East County Magazine - article	30-Jun	English	250,000	n/a
Mail	Date	Language		Opens
Customers who received message on water bill envelope	Jul 1 - Aug 30	English/Spanish		56,255
Customers who received newsletter article with water bill	Jul 1 - Aug 30	English		56,255
Customers who requested printed report	30-Jun	English		1,352
Email	Date	Language	Sent	Opens
Customers who received email with link to report	26-Jun	English/Spanish	34,145	11,800
Customers who receive eBills received this email newsletter	13-Jul	English/Spanish	14,410	5,000
City managers/councils received email with link to report	16-Jul	English	19	n/a
Web	Date	Language		Opens
District website - homepage	Jun 25 - Jul 15	English		7,250
District website - water quality report page	Jun 25 - Aug 13	English/Spanish		143
District website - blog page	Jun 25 - Aug 13	English		155
District website - blog post	Jun 25 - Aug 13	English/Spanish		124
Social Media	Date	Language	Impressions	Engagements
Facebook post	26-Jun	English/Spanish	185	11
Twitter post	26-Jun	English/Spanish	658	3
Twitter post	30-Jun	English/Spanish	601	11
Twitter post	7-Jul	English	680	13
Twitter post	9-Jul	English/Spanish	515	14
Twitter post	30-Jul	English/Spanish	544	3
TOTAL IMPRESSIONS				684,927
TOTAL OPENS - ENGLISH				138,389
TOTAL OPENS - SPANISH				73,364



Our Annual Water Quality Report is Available



Dear Helix Water Customer,

Our annual Water Quality Report is available at <http://hwd.fyi/wqr2020-english>. The report contains important information about the sources and quality of Helix Water District drinking water. If you would like a paper copy of the report mailed to your home, please call 619-466-0585.

Estimado Cliente,

El reporte anual de calidad de agua potable de Helix Water District estará disponible en <http://hwd.fyi/wqr2020-espanol>. El reporte contiene valiosa información acerca de las fuentes de abasto y calidad de su agua potable. Si desea obtener por correo una copia de su más reciente reporte de calidad de agua puede solicitar la misma comunicándose al 619-466-0585.



Setting Standards of Excellence in Public Service





Helix's annual Water Quality Report is available at **hwd.com**

The report documents the sources and quality of our drinking water throughout 2019.

English

<https://hwd.fyi/wqr2020-english>

Español

<https://hwd.fyi/wqr2020-espanol>

To request a paper copy of the report, please call (619) 466-0585



Helix
WATER DISTRICT



2020 Water Quality Report

Our 2020 report documents the sources and quality of our tap water in calendar year 2019, and it's now available at hwd.com in English and Spanish.



2020 Water Quality Report

Available at:

<https://hwd.fyi/wqr2020-english> | <https://hwd.fyi/wqr2020-espanol>

To request a paper copy of the report, please call (619) 466-0585

SUSTAINABLE
FORESTRY
INITIATIVE

PLEASE RECYCLE THIS ENVELOPE



Setting Standards of
Excellence in Public Service

Administration Office
7811 University Avenue
La Mesa, California 91942-0427

619-466-0585
helix@helixwater.org
hwd.com

Contact

Mike Uhrhammer, Public Affairs
michelle.curtis@helixwater.org
619-667-6270

FOR IMMEDIATE RELEASE

Helix Water District's annual water quality report available online

Helix Water District's water quality report for calendar year 2019 is now available on the district's website at hwd.fyi/wqr2020-english. A Spanish version is also available at hwd.fyi/wqr2020-espanol.

The annual water quality report contains important information about the sources and quality of customers' drinking water. As in years past, Helix Water District tap water met all U.S. Environmental Protection Agency and state of California drinking water health standards. For questions regarding the report, call (619) 667-6248 or email wqr@helixwater.org. To have a paper copy of the report mailed to your home, call (619) 466-0585.

Helix Water District is a not-for-profit, local government agency responsible for water treatment and distribution for 277,000 people in the cities of El Cajon, La Mesa and Lemon Grove, the community of Spring Valley and areas of Lakeside -- east of downtown San Diego. Helix also provides treated water to neighboring Padre Dam, Otay and Lakeside water districts.

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Social Media Posts

Water Quality Report

Hwd.com News Blog and Facebook posts

Helix Water District's tap water met all U.S. Environmental Protection Agency and State of California drinking water health standards in 2019.

The district's Water Quality Report for calendar year 2019 is now available at hwd.fyi/wqr2020-english and at hwd.fyi/wqr2020-espanol.

The annual water quality report, also known as the Consumer Confidence Report (CCR), contains important information about the sources and quality of the drinking water we provide to the cities of La Mesa, Lemon Grove and El Cajon, the Spring Valley community, and parts of Lakeside and the county.

If you have questions regarding the report, call 619-667-6248 or email wqr@helixwater.org. To have a paper copy of the report mailed to your home, call 619-466-0585.

Twitter

Post #1

Helix Water District's tap water met all federal and state water quality standards in 2019. Read the report at hwd.fyi/wqr2020-english or hwd.fyi/wqr2020-espanol. #WaterQualityReport #CCR #cawater

Post #2 (post on a Tuesday if using hashtag #TapWaterTuesday)

Helix tap water met all safe drinking water standards again in 2019. Read @helixwater's water quality report for 2019 in English at hwd.fyi/wqr2020-english or Spanish at hwd.fyi/wqr2020-espanol. #TapWaterTuesday #WaterQualityReport #CCR