

APPENDIX B: eCCR Certification Form (Suggested Format)

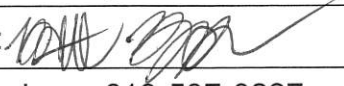
Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Helix Water District
Water System Number:	CA-3710010

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 6/17/2024 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 State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by:

Name: Brett Kelley	Title: Laboratory Compliance Administrator
Signature: 	Date: 8/6/2024
Phone number: 619-597-0227	blank

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

- ☐ CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- ☒ CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- ☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
 - ☒ Posting the CCR at the following URL: www.hwd.com/163/Water-Quality-Reports
 - ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)
 - ☒ 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)L: San Diego Union Tribune, June 17

- ☒ Posted the CCR in public places (attach a list of locations): Available at all 3 Helix Water District Locations (Treatment Plant, Operations Center, Administrative Office)
- ☐ 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)
- ☒ Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
- ☒ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized): Facebook and Twitter
- ☐ 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 URL: www.hwd.com/163/Water-Quality-Reports
- ☐ *For privately-owned utilities:* Delivered the CCR to the California Public Utilities Commission

Consumer Confidence Report Electronic Delivery Certification

Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.

- ☒ Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL: www.hwd.com/163/Water-Quality-Reports
- ☒ Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL: www.hwd.com/163/Water-Quality-Reports
- ☐ Water system emailed the CCR as an electronic file email attachment.
- ☐ Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).
- ☐ *Requires prior DDW review and approval.* Water system utilized other electronic delivery method that meets the direct delivery requirement.

Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.

Emails with a URL link to the report were sent to both regular and electronic bill paying customers. In addition, district newsletter and envelope snipes with a URL link to the report were included as inserts to all regular mail bills, and electronic newsletters were included in all electronic bills. Printed reports were mailed to customers who requested a hard copy. The availability of the CCR with links to the report was advertised in newspaper and media outlets consisting of the San Diego Union Tribune, SDNews.com, and Water News Network. The CCR was further announced via social media posts on Facebook and Twitter. The CCR continues to be available on the district's publicly available website and at three physical locations, and customers who contact the district with water quality related inquiries are notified of the availability of the CCR. Please refer to the attached outreach data.

This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c) of the California Code of Regulations.



Helix
WATER DISTRICT

Outreach

2023 Water Quality Data /
Report Published June 17, 2024

Outreach / June 19 - July 8 / Summary

Channel	Impressions	Opens
Media Outlets	176,050	n/a
Direct Mail	79,408	40,408
Email	61,066	37,525
Website		10,122
Social Media		457
TOTAL	316,524	88,880

Impressions - The potential number of people who saw the ad or story based on the circulation figures for the publication

Opens – People who actually looked at your outreach message

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karen.kucher@
sduniontribune.com

Because your drinking water meets every federal and California regulation. Our new Water Quality Report explains how we do it.

Go to:
hwd.fyi/wqr2023-english
hwd.fyi/wqr2023-espanol



Setting Standards of Excellence in Public Service

SanDiegoUnionTribune.com/Sports/Padres

The San Diego Union-Tribune





"Marmaduke wants a birthday party with cake and ice cream and soda and cusswords and rockabilly and..."

Have confidence in your tap water

 by **SDNEWS staff** — June 19, 2024 in La Mesa Courier - News Reading Time: 2 mins read


0

371

SHARES

VIEWS



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Helix Water District's newly released 2023 *Water Quality Report* shows that throughout 2023, the district continued to deliver top-quality drinking water that meets all federal and state drinking water regulations.

What's in water depends on where it comes from.

As water travels through rock, soils and rivers, it takes with it natural minerals and organic matter. After water flows down

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DELIVERED DAILY TO
YOUR INBOX

sdnews.com DAILY

SIGN UP

Edward Jones

edwardjones.com | Member SIPC

Let's partner for life's moments.



Jenica Bertalan
Financial Advisor
2007 Shafter Island Dr. Ste. 106
Palo Alto, CA 94306
650-222-4375

Whether, we'll help you prepare for the next one — big or small.



The R.M. Levy Water Treatment Plant operated by the Helix Water District. Photo: Helix Water District

Helix Water District Releases Water Quality Report

June 17, 2024

Helix Water District's newly released *2023 Water Quality Report* shows that throughout 2023, the district continued to deliver top-quality drinking water that meets all federal and state drinking water regulations.

What water supplies contain depends on where they come from. As water travels through rock, soils, and rivers, it takes with it the characteristics of those environments. In 2023, 54% of Helix water came from Lake Cuyamaca and local creeks, after

Water Bill Envelope / July 1 - August 30

Front

Delivering
confidence
to your tap.



The water we treated and distributed in 2023 met all federal and state drinking water standards.

Back

Read our 2023 Water Quality Report at:

hwd.fyi/wqr2023-english

hwd.fyi/wqr2023-espanol

**We put
our water
to the test:**



13.6 Billion
Gallons treated



100+
Parameters
monitored



73,000
Water quality
tests



100%
Compliance

Water Bill Newsletter Insert / July 1 - August 30

SETTING STANDARDS OF EXCELLENCE IN PUBLIC SERVICE

JULY-AUGUST 2024

Helix Highlights



BROWSE OUR WATER QUALITY REPORT

In 2023, our water met every federal and state regulation for healthy drinking water. Our new Water Quality Report explains where our water comes from, how we treat it and how we met every regulation.

100% { Compliance with EPA and State of California Drinking Water Regulations

Browse the report { hwd.fyi/wqr2023-english
hwd.fyi/wqr2023-espanol

Please email helix@helixwater.org or call 619-466-0585 to request a printed report. For questions about water quality, visit hwd.fyi/water-quality-faqs, email wqr@helixwater.org or call 619-667-6248.





Have confidence in your tap water. Our newly released 2023 Water Quality Report shows that throughout 2023, we continued to deliver top-quality drinking water that meets all federal and state drinking water regulations.

Browse the report at hwd.fyi/wqr2023-english. If you have questions, email wqr@helixwater.org or call our water quality staff at 619-667-6248. To have a printed copy of the report mailed to your home, please call 619-466-0585.

Tenga confianza en su agua potable. Nuestro recién publicado Informe de Calidad del Agua 2023 muestra que, a lo largo de 2023, seguimos suministrando agua potable de la máxima calidad cual satisface las regulaciones de la calidad de agua federales y estatales.

Navague por el informe en hwd.fyi/wqr2023-espanol. Si tiene alguna pregunta, envíe un correo electrónico a wqr@helixwater.org o llame a nuestro personal de calidad del agua al 619-667-6248. Para recibir una copia impresa del informe enviado por correo a su domicilio, llame al 619-466-0585.



Have confidence in your tap water. Our newly released 2023 Water Quality Report shows that throughout 2023, we continued to deliver top-quality drinking water that meets all federal and state drinking water regulations.

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7811 University Avenue, La Mesa, CA 91942

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Email Newsletter to eBill Customers / July 1



Helix Highlights | July-August 2024



Browse Our Water Quality Report

In 2023, our water met every federal and state regulation for healthy drinking water. Our new Water Quality Report explains where our water comes from, how we treat it and how we met every regulation.

100% Compliance

With EPA and State of California Drinking Water Regulations

Browse the Report

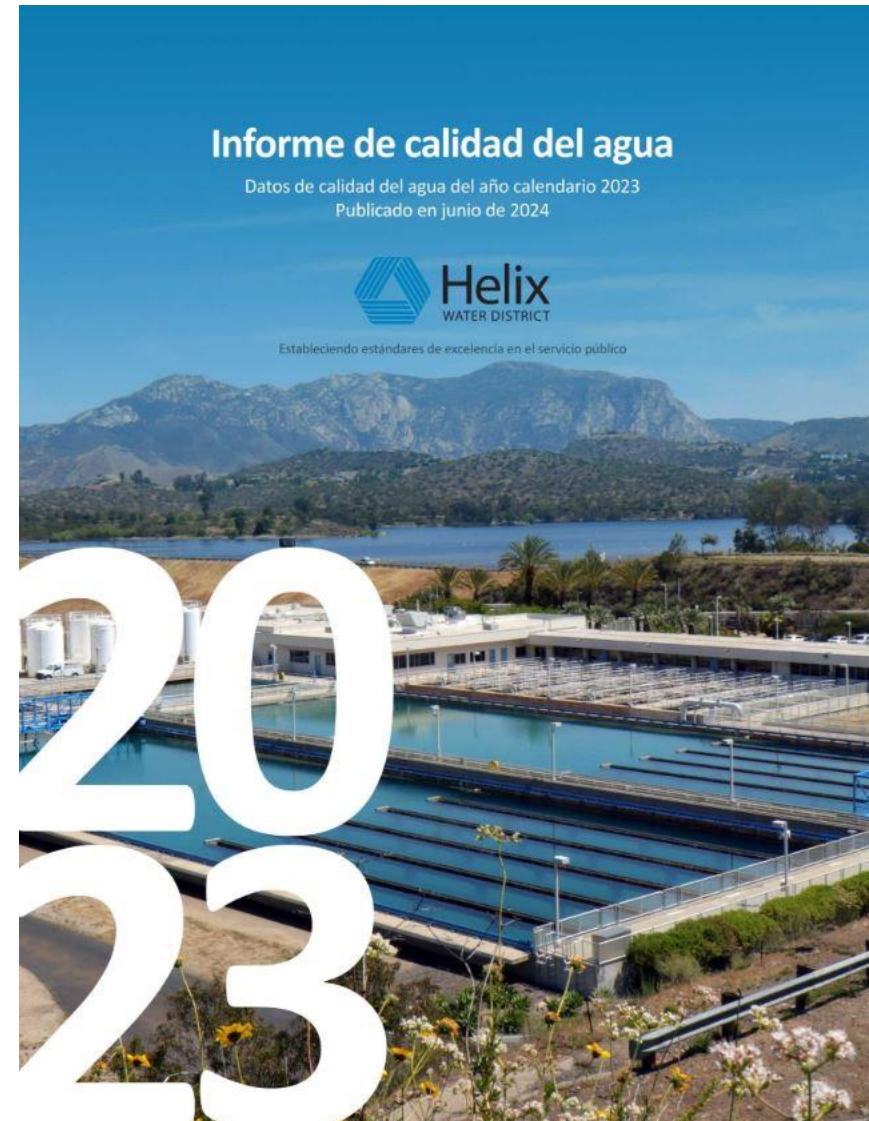
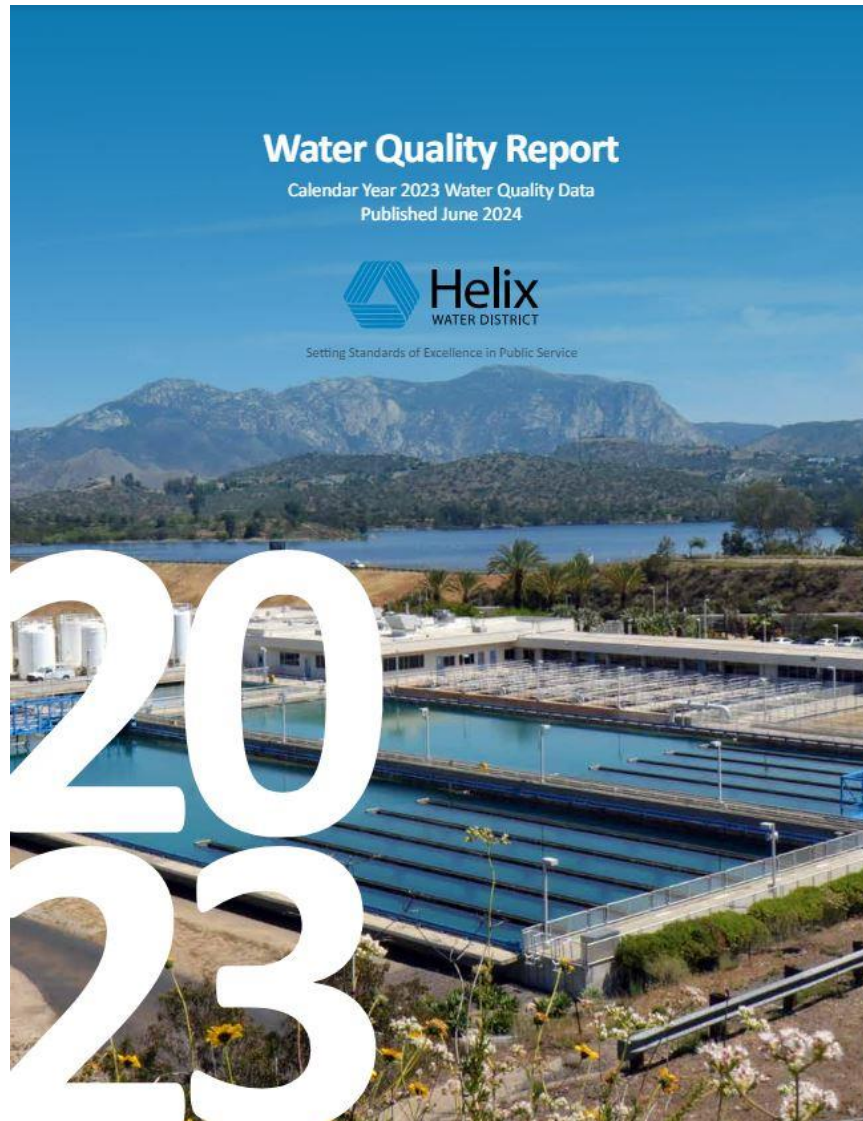
hwd.fyi/wqr2023-english

hwd.fyi/wqr2023-spanish


Please email helix@helixwater.org or call 619-466-0585 to request a printed report. For questions about water quality, visit hwd.fyi/water-quality-faqs, email wqr@helixwater.org or call 619-667-6248.




Water Quality Report / June 17 - July 8



District Website/ June 17 - July 8 / homepage header








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Welcome


We are a not-for-profit, public water system serving San Diego's East County suburbs.


[Board Meeting Agendas](#)





Have Confidence in Your Tap Water


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Pay Water Bill

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Water Quality

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Construction


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Bid on Construction


Planning & Development

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District Website/ June 17 - July 8 / Water Quality Reports page



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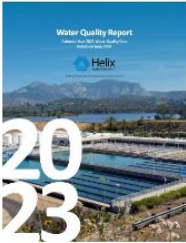


[Water Supply](#)[Water Storage](#)[Water Treatment](#)[Water Distribution](#)[Water Conservation](#)[Water Quality Reports](#)[Water Quality FAQs](#)[Drought Regulations](#)

Home > Our Water > Water Quality Reports

Water Quality Reports

We publish a water quality report every year in June and a public health goals report, as required by the Environmental Protection Agency (EPA). These reports provide a full analysis of our water quality.



Water Quality Report

[2023 Water Quality Data \(PDF\)](#)[2022 Water Quality Data \(PDF\)](#)[2021 Water Quality Data \(PDF\)](#)

Contact Us

Water Quality
[Call 619-667-6248](#)
[Email Water Quality](#)

Monday - Friday
7 a.m. - 3:30 p.m.

Hi 🐼, how c

Select 1


Informe Sobre Calidad del Agua

- [2023 Calidad del Agua \(PDF\)](#)
- [2022 Calidad del Agua \(PDF\)](#)
- [2021 Calidad del Agua \(PDF\)](#)
- [2020 Calidad del Agua \(PDF\)](#)
- [2019 Calidad del Agua \(PDF\)](#)

Public Health Goals Report

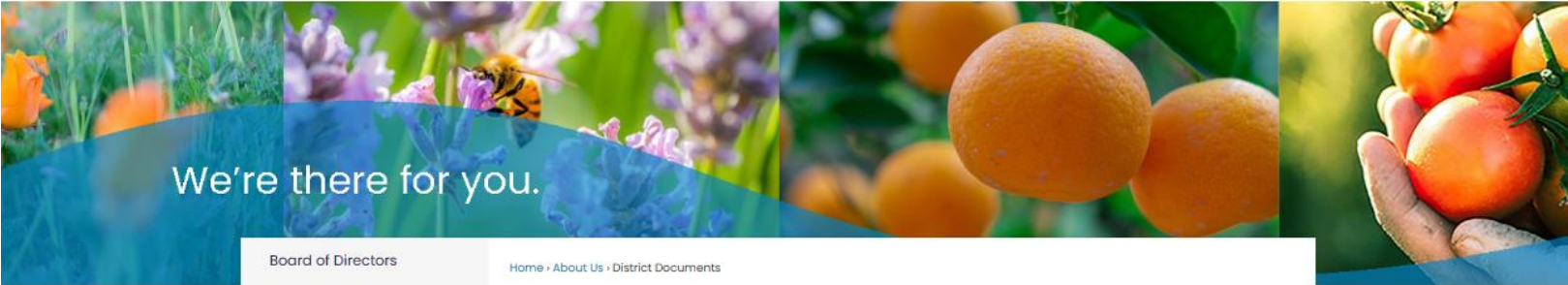
- [2022 Public Health Goals Report \(PDF\)](#)
- [2019 Public Health Goals Report – Attachment A \(PDF\)](#)

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If you don't see the document you need, [email the Board Secretary](#) or call 619-667-6204.

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> Annual Report

> Budget

> Rates & Fees

> Annual Comprehensive Financial Report

> Capital Projects

> Water Quality Report

[2023 Water Quality Data \(PDF\)](#)

[2023 Calidad del Agua \(PDF\)](#)

[2022 Water Quality Data \(PDF\)](#)

[2022 Calidad del Agua \(PDF\)](#)

[2021 Water Quality Data \(PDF\)](#)



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We're there for you.

Water Supply

Water Storage

Water Treatment

Water Distribution

Water Conservation

Water Quality Reports

Water Quality FAQs

Drought Regulations

Home > Our Water > Water Quality FAQs

Water Quality FAQs

Our customers often have questions about water quality, whether or not they are having an issue. If you don't find the answer to your question below, please contact our water quality staff.

Taste and Odor

> Metallic taste?

> Musty or earthy odor?

> Chloramines?

> Soapy appearance?

> Plastic or solvent odor?

> Rotten eggs odor?

Dirty or Discolored Water

> Dirty, yellow or brown water?

Contact Us

Water Quality

Call 619-667-6248

Email Water Quality

Monday-Friday

7 a.m. - 3:30 p.m.

After Hours

619-466-3234

Learn More

American Dental Assn.

312-440-2500

Div. of Drinking Water

State of California



Dirty or Discolored Water


- > Dirty, yellow or brown water?
- > Floating, white, granular particles?
- > Black particles?
- > Blue water?
- > White "milky" water?
- > Pink stains?

Other Issues

- > Fluoride
- > Lead and copper
- > Hard water spots on glassware
- > Hot water heater
- > Water filters
- > Emergency water disinfection
- > Fish owners
- > Disposal of pharmaceuticals


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District Website/ June 17 - July 8 / News page



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Posted on: April 15, 2024

Construction at Lake Jennings

Helix Water District will temporarily lower Lake Jennings by approximately 23 feet starting in April. The drawdown will facilitate maintenance of the reservoir's outlet tower and allow for the construction of a new pipeline during the summer months to del...

[Read about the construction work](#)

Highlights

Posted on: March 7, 2024

Try our NEW payment kiosk - a self-service option available 24/7

Paying your water bill just got easier! Our new payment kiosk is available 24 hours a day, 7 days a week, in English and Español. The new kiosk is replacing the payment drop box at our administration office located at 7811 University Avenue in La Mesa.&am...

[Read about the kiosk](#)

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Posted on: June 17, 2024

Have Confidence in Your Tap Water

Our newly released 2023 Water Quality Report shows that throughout 2023, we continued to deliver top-quality drinking water that meets all federal and state drinking water regulations.

What's in water depends on where it comes from. As water travels throug...

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 News

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Posted on: June 17, 2024

Have Confidence in Your Tap Water

Our newly released 2023 Water Quality Report shows that throughout 2023, we continued to deliver top-quality drinking water that meets all federal and state drinking water regulations.



What's in water depends on where it comes from. As water travels through rock, soils and rivers, it takes with it the characteristics of those environments. In 2023, 54% of Helix water came from Lake Cuyamaca and local creeks, after winter storms dropped 58 inches of rain and snow on the mountains east of San Diego.

The Colorado River provided 26% of our water supply and the remaining 20% came from rivers in Northern California through the State Water Project. Helix manages the characteristics of each water source through its multistep treatment process.

"Our system operators carefully blend the water from each of our sources to improve water quality, and our on-site chemist and biologist work hand in glove with our water treatment plant operators," said Helix Water District General Manager Brian Olney. "It takes a highly trained and very committed team to maintain our level of water quality year after year."

The 2023 Water Quality Report explains the water quality standards mandated through U.S. Environmental Protection Agency and state of California regulations and presents Helix Water District's water quality data for each standard. As in years past, the district's tap water met all standards.

To view the report in English

Go to hwd.fyi/wqr2023-english

To view the report in Spanish

Go to hwd.fyi/wqr2023-espanol

To request a printed report

Please email helix@helixwater.org or call 619-466-0585

For questions about water quality

Go to hwd.fyi/water-quality-faqs, email wqr@helixwater.org or call 619-667-6248

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Keyword:

Select a

Category:

All categories ▾



Module Tools

RSS

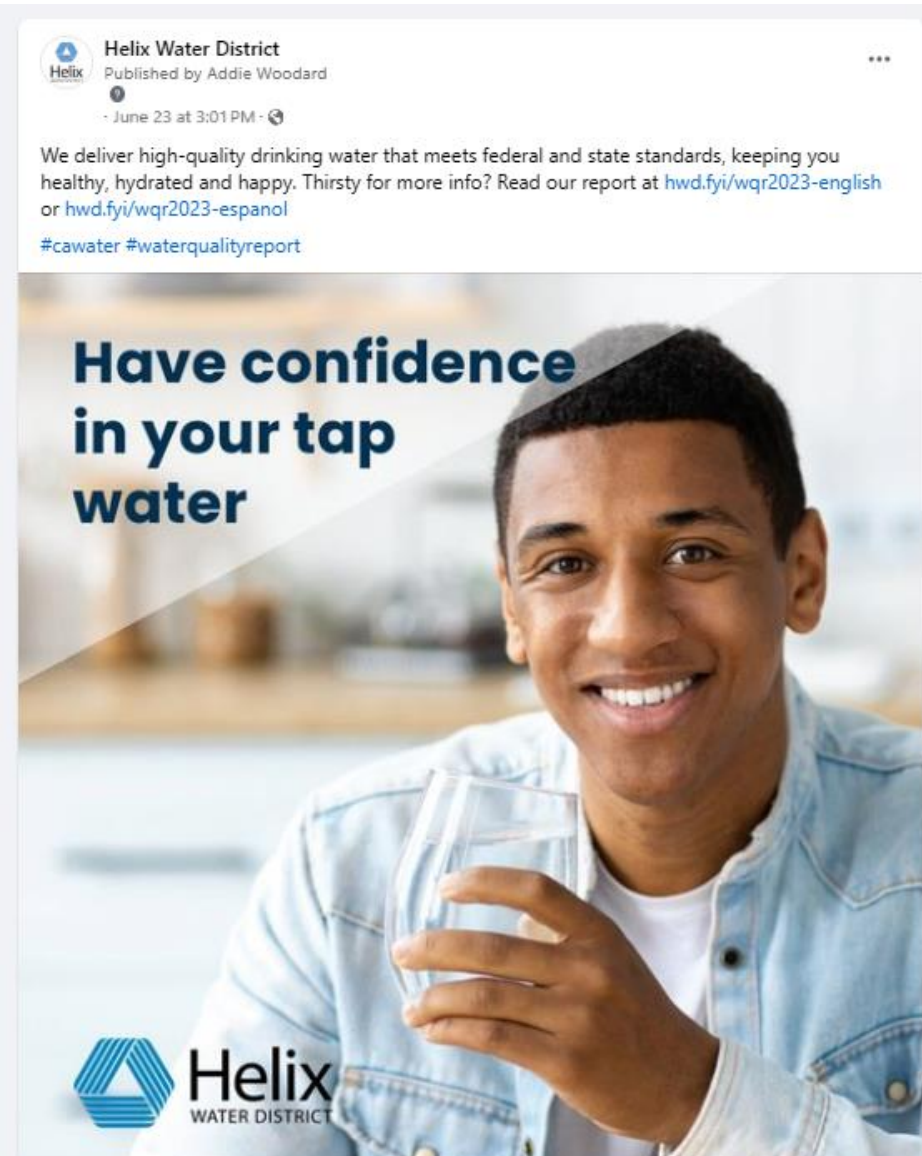
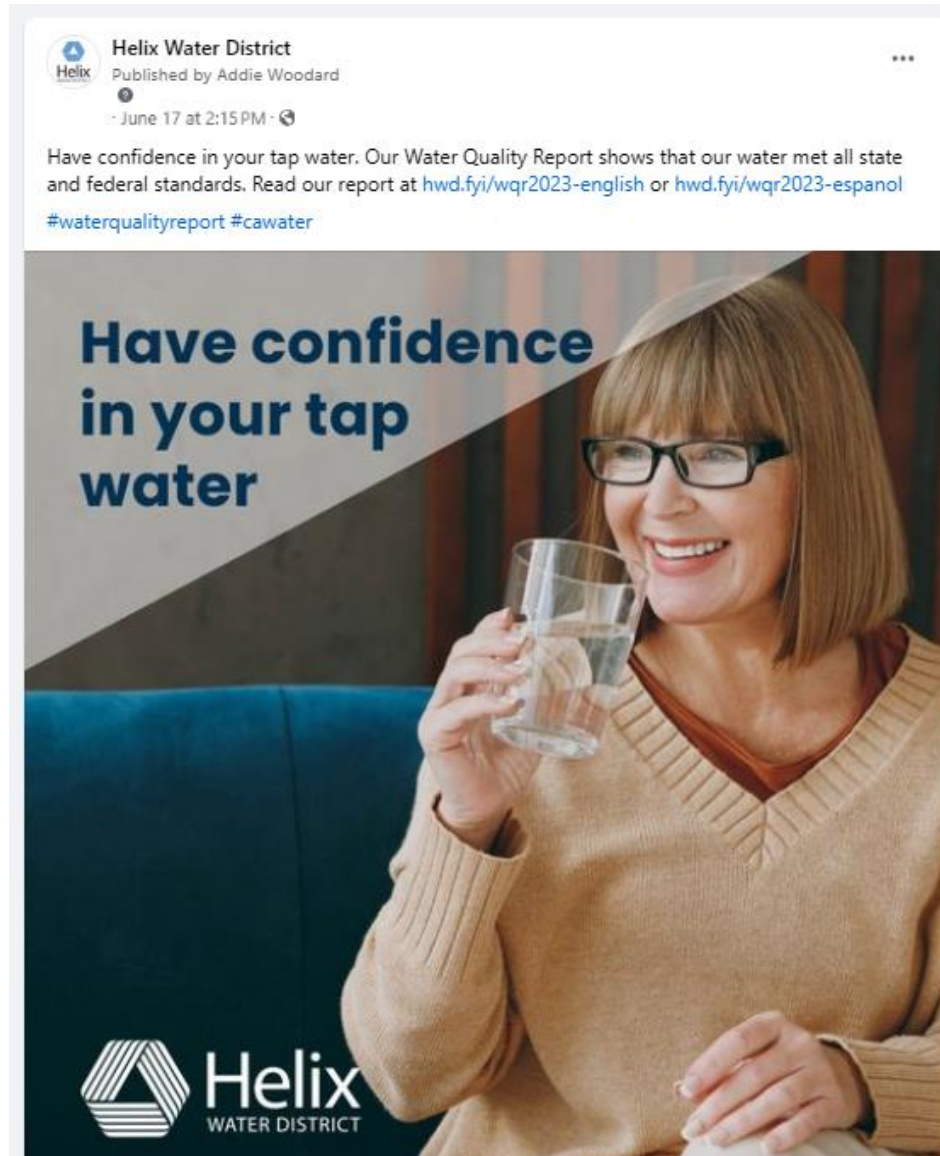
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District Website/ June 17 and 23 / Facebook and Twitter Posts



District Website/ June 28 and July 2 / Facebook and Twitter Posts

