



Setting Standards of  
Excellence in Public Service

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## **FOR RELEASE**

### **Helix Water District Board Approves Customer Assistance Program**

The Helix Water District Board of Directors approved funding on February 24 for the district's first financial customer assistance program which will help east county residents impacted by the COVID-19 pandemic.

"All of us on the board are proud to announce the Helix Helps Customer Assistance Program, which will offer a one-time credit of up to \$300 for Helix single-family residential customers who are behind on their water bills and can document that they have been financially impacted by the pandemic," said Helix Board President Joel A. Scalzitti.

Because the district is legally prohibited from using water rates to assist customers, the board dedicated \$500,000 from surplus land sales to fund the program.

"We'll announce our opening date, which will be in early April, at hwd.com and on Facebook, Twitter and Nextdoor, said Helix General Manager Carlos V. Lugo. "A local non-profit organization will be administering the program for the district, and funds will be available to customers on a first come, first served basis."

"The board has continuously looked for ways to help our customers through the pandemic," said Scalzitti. "In March 2020, as soon as the pandemic began, we suspended late fees and water shutoffs to support public health. And, in April, we froze water rates. We're doing what we can."

### **Board of Directors**

Joel A. Scalzitti, President  
Kathleen Coates Hedberg, Vice President  
Daniel H. McMillan, Division 1  
DeAna R. Verbeke, Division 2  
Mark Gracyk, Division 3

Helix Water District provides water storage, treatment, distribution and conservation for the 277,000 people living in the La Mesa, Lemon Grove, Spring Valley and El Cajon communities in San Diego's east county suburbs.