



**Helix**  
WATER DISTRICT

Setting Standards of  
Excellence in Public Service

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October 12, 2020

Gloria Gray, Chairwoman  
Richard Atwater, Water Planning and Stewardship Committee Chair  
Metropolitan Water District of Southern California  
P.O. Box 54153  
Los Angeles, CA 90054-0153

Via email: [ChairwomanoftheBoard@mwdh2o.com](mailto:ChairwomanoftheBoard@mwdh2o.com)  
[ratwater@mwdh2o.com](mailto:ratwater@mwdh2o.com)

RE: Support for Flow Monitoring Device Pilot Program

Dear Chair Gray and Committee Chair Atwater:

On behalf of Helix Water District's Board of Directors, I am reaching out to share our support of Metropolitan Water District of Southern California implementing a Flow Monitoring Device Pilot Program, as proposed in item 7-8 of MWD's October 13, 2020, board meeting agenda.

Helix successfully launched our own Smart Leak Detector Rebate Program in October 2019, thanks to funding from MWD's Member Agency Administered Program. Similar to MWD's proposed Flow Monitoring Device Pilot Program, our program provides a \$100 incentive upon the purchase and installation of qualifying devices that allow homeowners to monitor their water use in real time and provide alerts of high consumption and leaks. We promote the program through a variety of communication channels, including at our upcoming Water Talks on November 5 where we will discuss the accuracy of water meters and how customers can use their water meters to check for private plumbing leaks. To date, we have issued 154 rebates through the program.

We have received positive feedback regarding our rebate program and the devices, with many participating customers stating that they located – and repaired – a leak immediately upon installation. Others have praised the devices for providing insight into their daily water use, and have made changes to their indoor water use habits and outdoor watering schedules as a result. In service areas without smart meters, such as Helix, these devices provide valuable information to residents to help them use water more efficiently.

**Board of Directors**  
Mark Gracyk, President  
DeAna R. Verbeke, Vice President  
Daniel H. McMillan, Division 1  
Kathleen Coates Hedberg, Division 4  
Joel A. Scalzitti, Division 5

The success of our program has generated interest from other water agencies within the San Diego region who are interested in offering a similar program to their customers. We are excited to see that MWD is considering administering a pilot program through the regional rebate program, as this will allow other agencies to participate that may not have the resources to do so on their own. A regional program is an effective and efficient way to introduce this relatively new class of water-saving devices to residents throughout all of Southern California.

While we are optimistic that Metropolitan Water District of Southern California will be awarded grant funding for the program through the United States Bureau of Reclamation's WaterSMART program, we would encourage you to proceed with the pilot program at the \$100 incentive amount if grant funds are not received.

Thank you for your ongoing commitment to sustainability water conservation programs efforts. We look forward to continuing to work together to support the communities we serve.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Gracyk". The signature is fluid and cursive, with the first name "Mark" being more prominent than the last name "Gracyk".

Mark Gracyk

Board President

[mark.gracyk@helixwater.org](mailto:mark.gracyk@helixwater.org)