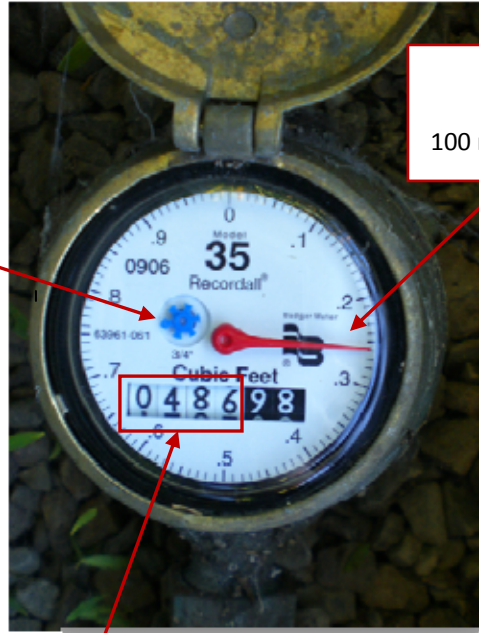


HOW TO READ YOUR METER

Leak Detector

This may be shaped like a triangle or a star. As water passes through, it will spin. The dial will spin fast for high water flow and very slowly for small amounts of water movement. If water is not being used in the home or on the property and this detector is moving, it may indicate a leak and should be investigated promptly. Go to www.hwd.com/metervideo.asf to see a short video demonstration.



Sweep Hand

1 revolution = 7.48 gallons = 1 cubic foot
100 revolutions = 748 gals = 100 cubic feet = 1 unit

Meter Register

The meter continually registers any water that passes through it, similar to a car odometer. This particular meter has registered a running total of 48,698 cubic feet (or 486.98 units) since it was installed. When a technician reads the meter, he/she only records the numbers with the white background. The current read of this meter would be recorded as 486. The current meter read is then subtracted from the previous read taken two months prior to calculate the consumption for billing purposes. For example, if the previous read was 471, then this customer's bill would reflect a total consumption of 15 units for a two month billing period ($486 - 471 = 15$). To calculate this consumption in gallons, simply multiply by 748:
 $15 \text{ units} \times 748 = 11,220 \text{ gallons}$ (1 unit = 748 gallons).

HOW TO TEST FOR LEAKS

Your water meter is a great tool to use to monitor your water usage by regularly reading the meter. Doing this can also help you detect silent leaks. By using the current read stated on your bill, you can determine your ongoing water usage at any time during each two month billing period. Simply record what the meter is currently reading, then subtract that read from the "current read" noted on your most recent bill. This will provide your consumption in units (to convert to gallons, multiply by 748). To calculate a daily average consumption, divide the consumption by the number of days since the last read date noted on your bill.

To check for leaks:

- Obtain a current read of your meter. Record all digits (black and white) and note the position of the sweep hand.
- Wait at least four hours (overnight if possible) without using any water. Be sure to turn off any automatic ice makers before starting the test. Don't flush any toilets, run any faucets, dishwasher, washer, irrigation, etc. during the test period.
- Check the meter read again. If the numbers have changed, you could have a leak. Check for running toilets or leaky faucets. If there are no signs of an obvious leak, you may need to contact a plumber.

HOW TO LOCATE AND IDENTIFY YOUR WATER METER



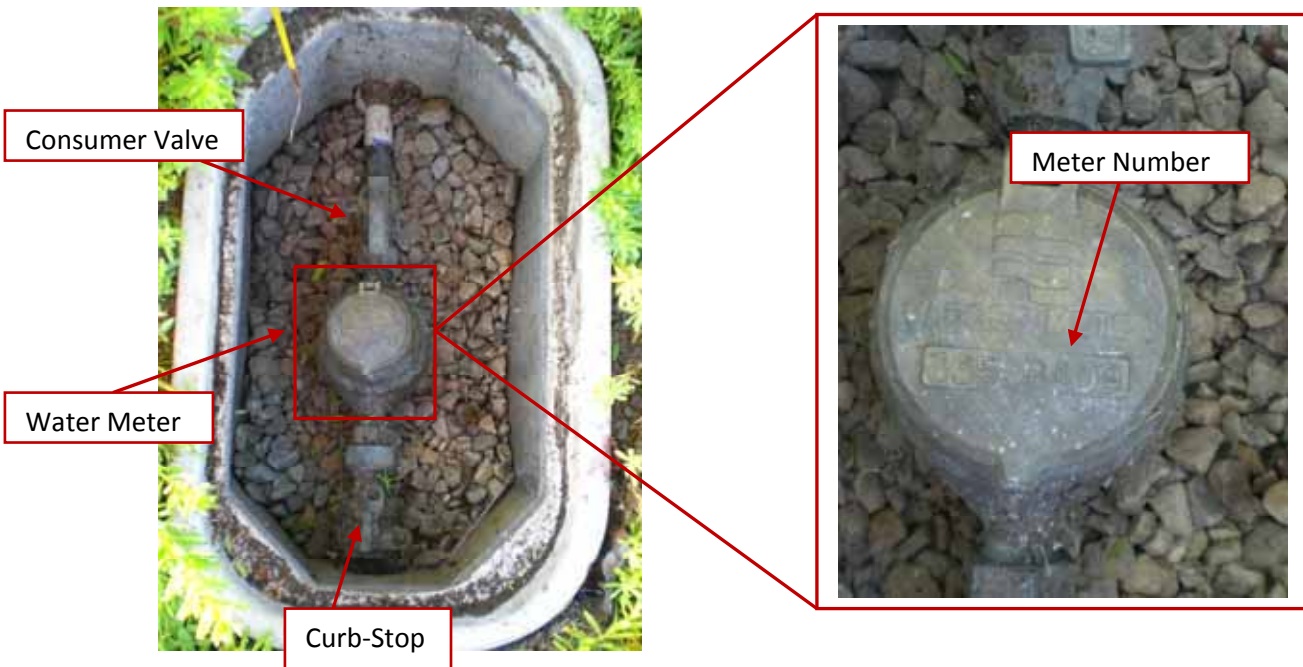
Your water meter is typically located in the ground in front of your property near the sidewalk or street in a concrete box. If you need assistance in finding the location of your meter, please call customer service at (619)466-0585 between 8:30 AM and 5:00 PM, Monday through Friday. The **meter box lid** is a white cement lid labeled "WATER METER".



The lid can be easily propped open and removed by using a tool such as a screw driver. Use caution and don't be surprised to see dirt and debris, spiders, cobwebs, cockroaches and sometimes bees, rodents, lizards, and snakes. These are all common things that collect or hide inside the meter box. Some housing and business developments have clusters of meters grouped together known as "nests". In order to identify your particular meter, reference the meter number located on your bill or call customer service to obtain your meter number. The **meter number** is labeled on the lid of the meter itself that sits within the meter box.

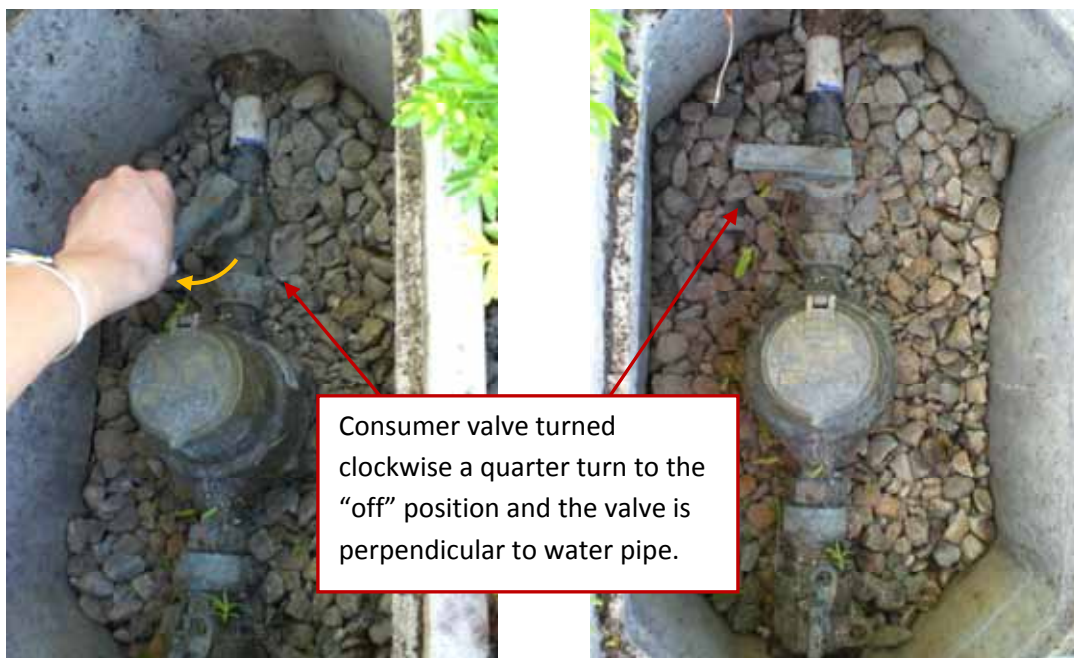
Inside the **meter box**, you will find the **curb-stop**, the **meter**, and the **consumer valve**. The curb-stop is located on Helix's side of the meter and maintained by Helix. The consumer valve can be used by the customer to turn their water off and on as needed, such as when working with the private plumbing. Anything beyond the meter is considered

private plumbing and is the responsibility of the customer to maintain. However, if there are problems with the consumer valve, please call our office at (619) 466-0585 during regular business hours.



HOW TO TURN OFF YOUR WATER

The consumer valve can be used by both the customer and Helix to control water availability to the property. In the “on” position, the valve sits parallel to the water pipe. In the event that water needs to be turned off to the home (for example: an emergency pipe break and/or to perform repairs) the consumer valve can easily be turned 90 degrees clockwise (or quarter turn) to the “off” position (perpendicular to the water pipe).



Consumer valve turned clockwise a quarter turn to the “off” position and the valve is perpendicular to water pipe.