



The Pipeline SUMMER 2018

THIS ISSUE

- Supplemental Water Fee Update
- Anti-Flood Devices
- Advanced Metering Infrastructure

The Pipeline delivers the latest water conservation news and resources directly to you, our valued customers. LACSD is more than just your water provider. We strive to be your source for water conservation tools that fit your lifestyle and protect your home.

Lake Arrowhead
Community Services District
P.O. Box 700
Lake Arrowhead, CA 92352
(909) 336-7100

Summer Water Conservation Tips

Summer is around the corner, and so are higher temperatures and thirstier plants. LACSD encourages customers to spend the season trying to top an already impressive conservation track record. As you prepare to turn on your irrigation system, use these tips to conserve and use water more efficiently:

- Test your system and fix any leaks, overspray, or run-off.
- Replace the batteries on your controller to ensure your timer keeps working during power outages that typically occur in the monsoon months of July and August.
- Adjust run days and time according to weather. Start by irrigating once a week in May, then twice a week in June. Increase to three days a week during July and August, and then start tapering off again during September and October. Better yet, upgrade to a "smart" or weather-based irrigation controller and let technology do it for you (rebates are available).
- Download the DropCountr app to help manage your water use by tracking how long your irrigation runs and the amount of water used. You might be surprised to find out your timers aren't set correctly.
- Retrofit your equipment with more efficient products such as high efficiency spray heads, weather-based irrigation controllers, or drip systems. You might even receive rebates while you're at it.



LACSD Project Updates

NORTH BAY PROJECT: 80% Complete

METER REPLACEMENT PROJECT #167: 22% Complete (Scheduled to be finished in early October)

LAKE DRAW AS OF END OF APRIL: 188 AF

NEW BILLING STATEMENTS: Coming Soon!



Now **YOU** can do all this, **NO MATTER WHERE YOU ARE** or what the season:

- Conserve Water
- Track Your Consumption
- Save Money
- Protect Your Home

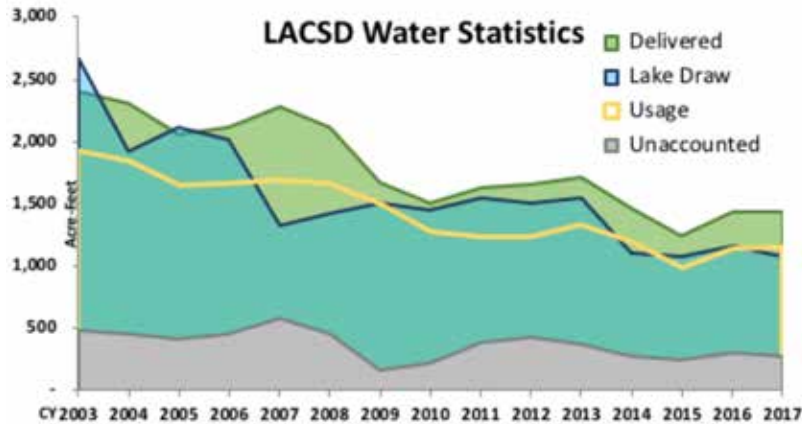


Supplemental Water Fee Update

The Lake Arrowhead Community Services District (LACSD or District) is pleased to announce that the Supplemental Water Supply Fee (SWF) will be levied for the final time this year. The District thanks the community for playing a proactive role in water conservation and supporting the development of additional supplies.

When the SWF was enacted 15 years ago, the water level of Lake Arrowhead was extremely low, and the lake was the community's only source of water. The SWF was implemented to reduce consumption and develop additional supplies. Since that time, the District has used the funds from the SWF to increase groundwater supplies, produce recycled water for irrigation, and connect to the state water project for imported water. Coupled with a reduction in consumption of nearly 50 percent, together we have reduced our reliance on Lake Arrowhead by more than half.

Today, the District continues to find additional supplies and is working on several initiatives to reduce leaks and other non-revenue water. Current plans include expanding the groundwater system and a collaboration with two different research teams to determine the best use of treated wastewater.



Together we have accomplished a lot in a short amount of time and we couldn't have done it without the cooperation of an entire community. Thank you for remaining water wise.

Supplemental Water Supply Fee

Uses and Balance

Revenue	As of June 2017
Fee as Adopted	47,710,175
Reductions to Fee	(9,488,775)
Total Fee	38,221,400

Projects & Programs	
Imported Water Project	(2,985,670)
Recycled Water Project	(7,142,929)
Groundwater Wells	(4,483,881)
Recycled & Groundwater O&M	(1,797,509)
Backwash Recovery	(46,520)
Indirect Potable Reuse	(26,142)
Water Monitoring & Planning	(895,622)
Water Conservation	(2,898,825)
Noticing & Legal Expense	(214,416)
Other Income	5,130,799
Total Projects & Programs	(15,360,716)

Water Purchase	
Imported Water Purchases	(5,066,116)
Prepaid Water Payments	(3,829,079)
Total Water Purchase	(8,895,195)

Side Fund Financing	(3,141,396)
Change in Collections & Payables	(415,176)
Supplemental Water Fee Cash Balance	10,408,916

LAKE ARROWHEAD COMMUNITY SERVICES DISTRICT NOTICE OF PUBLIC HEARING

in Connection with the Filing of the Report Regarding Supplemental Water Supply Fees

PUBLIC HEARING: JUNE 26, 2018, AT 5:30 P.M.

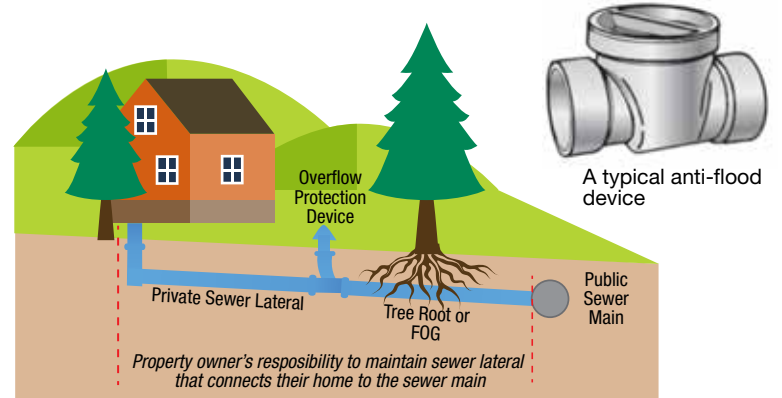
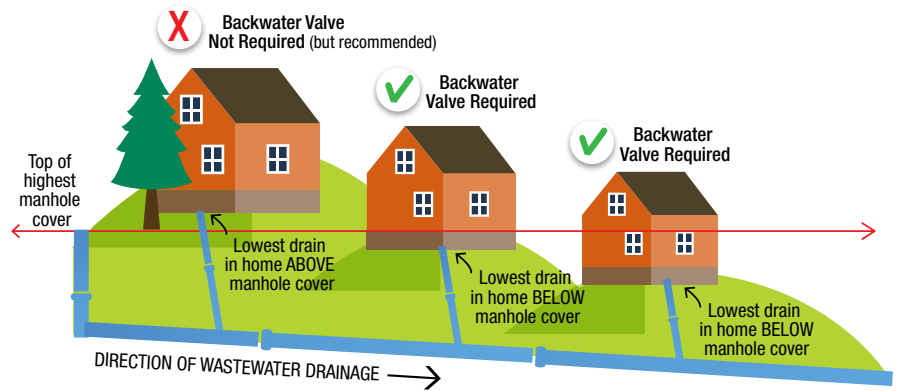
To be held at: LACSD Board Room
27307 State Highway 189, Suite 104
Blue Jay, CA 92317

NOTICE IS HEREBY GIVEN that the General Manager of the Lake Arrowhead Community Services District ("District") intends to enroll the District's Supplemental Water Supply Fee (the "Fee") for the period from July 1, 2018 through June 30, 2019 on the County's fiscal year 2018/2019 tax roll. As the owner of real property within the District subject to the Fee, you are hereby advised that on **June 26, 2018**, a public hearing will be held by the District Board of Directors at the LACSD Board Room, located at 27307 State Highway 189, Suite 104, Blue Jay, CA 92317, to hear and consider all objections or protests to the report. At the conclusion of the public hearing, the Board of Directors shall make its determination on the amount of the Fee and any delinquencies due and owing, if any, for each affected parcel within the District. The Board of Directors' determination shall be final. On or before August 10, 2018, the General Manager shall file with the Auditor of the County of San Bernardino a copy of the final report adopted by the Board of Directors. The County Auditor shall enter the amount of the Fee and penalties due and owing, if any, for each affected parcel as they appear on the current assessment roll. The County Tax Collector shall include the amount of the Fee and penalties due and owing, if any, on the tax bills for each affected parcel and collect the charges and penalties, if any, in the same manner as property taxes.

Protect Your Home with Anti-Flood Devices

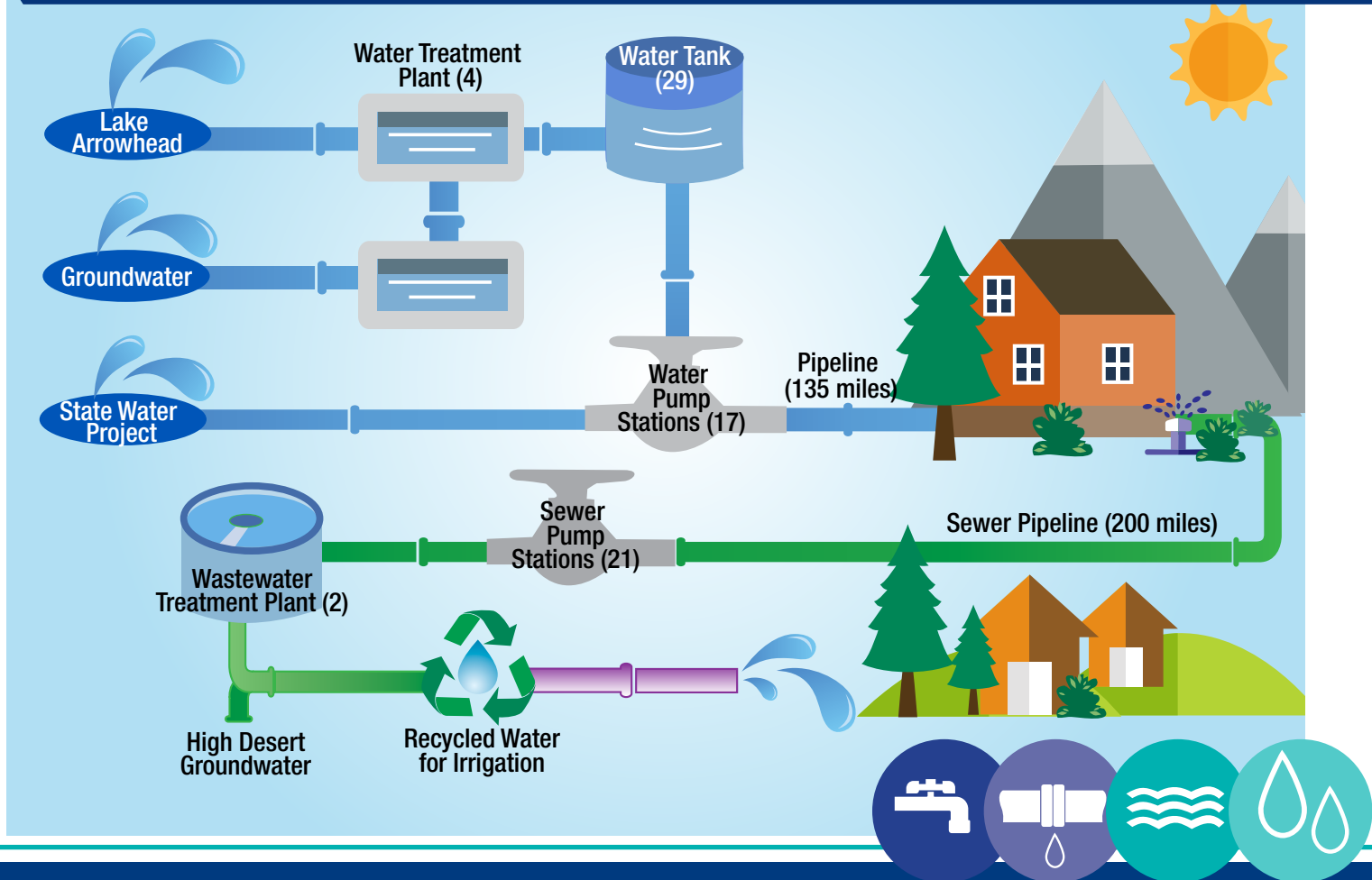
Blockages and sewer backflows are recurring challenges in the operation of a wastewater system. LACSD encourages home owners to install an Anti-Flood Device on their sewer laterals to prevent sewage from flowing back into their homes. An outside clean-out with a pop off cap on the exterior footprint of your home is a good counter measure in conjunction with an Anti-Flood Device.

Some of the other contributing factors in blockages are the result of behavioral and environmental factors, including: tree roots; improper disposal of fats, oils, & grease (FOG) and other “flushable” products; and the topography and slope of the pipelines and properties served. There are also factors related to characteristics of the system, such as age and deterioration of sewer pipelines and multiple connections to a single sewer lateral.



LACSD Water Cycle

The water crisis in California increased public awareness of water use in recent years, but a study by the University of Indiana reveals most people don't actually understand how water systems work. This graphic explains how LACSD maintains its extensive system and provides the water services its customers use every day.





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(909) 336-7100

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Your Summer 2018 Newsletter

Celebrating a Decade of Water Savings

LACSD is coming up on its 10th year utilizing an Advanced Metering Infrastructure (AMI). The AMI system has helped LACSD detect approximately 2,100 customer leaks per year. This equates to savings of at least 376,992 gallons of water each year.

The District's AMI program uses a Meter Interface Unit (MIU) device that is connected to the meter register by a shielded cable on each meter. The register reads water usage and stores the data in the MIU. Each night all the MIUs send out radio signals that contain the past 24 hours of data. The data is aggregated into a report for LACSD to review.

There are several benefits to having an AMI system in addition to leak detection and water savings:

- Timely monthly billing instead of bi-monthly, which is more efficient for LACSD staff and easier for our customers' budgets.
- Increased level of customer service. Faster leak detection means lower bills for customers and more efficient operations at LACSD.
- Enforcement of LACSD's forward-thinking water conservation policies. Until LACSD secures a permanent water source, the District is under a constant conservation program.

The AMI system is reliable, but it is not perfect. Customers are still ultimately responsible for their own water use. Customers are responsible for all water that passes through the meter when a leak occurs. Lake Arrowhead CSD encourages customers to install shut off valves that allow them to turn off their water supply while they are away for an extended period (a weekend or longer), which is especially helpful during the winter season.

Occasionally a leak is not detected by the AMI system or other factors may delay notification to the customer. There are several factors that could cause this:

- Toilet leaks that turn on and off are not flagged as a leak. The meter needs to register constant flow for 24 hours.
- The MIU was damaged, the cable was detached from the meter, or the system is not reporting daily as it should.
- Customer contact information on the account has not been updated.

LACSD can detect, in most cases, if a customer has a constant leak running for 24 hours or longer. You can be proactive in leak prevention by downloading the Dropcountr app to help manage your water use, whether you are a full-time or part-time resident. For more information on how leak prevention, the AMI system, and other LACSD conservation efforts, please visit our website at www.lakearrowheadcsd.com.

LACSD Flood Prevention Measures to Date

LACSD recognizes that flood prevention is a community-wide endeavor. The District is committed to developing, practicing, and enforcing the same kinds of efforts required of our customers. We are working to reinforce our sewer systems, manage new development, and protect existing properties from the ground up, quite literally. Below are some of our most recent flood prevention accomplishments:

Sewer system improvements designed to minimize the risks of backups:

- Slip lining (rehabilitating) sewer mains.
- Installing manholes and cleanouts for better cleaning access.
- Focused, routine cleaning of the older sections of the sewer system.

New program requiring installation of Anti-Flood Device(s) during construction or renovations on existing properties.

Adoption of Ordinance 81, Private Sewer Lateral Policy, requiring home owners to inspect, repair, or replace sewer laterals under certain circumstances.

If you have questions regarding your sewer lateral please call the main office at (909) 336-7100 during normal business hours, Monday – Friday, 7:30 a.m. – 5:00 p.m.