



The Pipeline SUMMER 2019

THIS ISSUE

- Department Spotlight: LACSD Laboratory
- Water Conservation Everyday
- Your New Statement

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

Water Conservation is an Everyday Effort

Irrigation control measures are still in place to help protect our newly recharged water supply and keep it healthy for as long as possible in the face of future drought conditions. Remember to only water your landscaping on approved irrigation days: Monday, Wednesday, and Friday between 6:00 p.m. and 8:00 a.m. You can also continue to do your part for water conservation every day by following these helpful tips:

- Maximize the efficiency of your evaporative cooler:
 - Install a recirculating pump to keep water from bleeding off with one pass.
 - Install a thermostat and timer so it only operates when necessary.
 - Conduct seasonal maintenance checks and annual inspections to ensure the unit is running properly.
 - Direct the water drain to plants in your landscape.
- While you wait for hot water, collect the running water and use it to water plants.
- Install a water-saving showerhead. Pick one up for free at the District Office.
- Use a hose nozzle while you wash your car. Pick one up for free at the District Office.
- Periodically check your sprinkler system for leaks and keep sprinkler heads in good shape.
- Plug the sink instead of running water to rinse your razor while you shave.
- Use Dropcountr (www.dropcountr.com) to monitor your water usage.



dropcountr

Now Available in Spanish!



Compared to Nearby Households

Sign Up with Xpress Bill Pay to Save Time and Money

It's FREE!

Xpress Bill Pay does not charge you anything for the Auto Pay service.

Fast set-up

It takes only a couple of minutes to set up your Auto pay. We make it simple, fast and easy!

Multiple Payment Methods

Use your credit card, debit card or checking account.

Regular Notifications

You will receive an email when your bills are ready and when they are paid. No need to respond to these emails – we just want to keep you informed.

Real-time

Your payments are in real-time and posted with the same date you set your payment date.

Flexible Payment Days

You are in control. Choose the payment date that works best for you.

Expired Credit Cards

Xpress notifies you via email three times (90, 60 and 30 days) in advance of your credit card expiring.

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AND NEVER MISS ANOTHER PAYMENT!

It is hassle-free—set it up once and never think about your bills again.



xpress BILL PAY

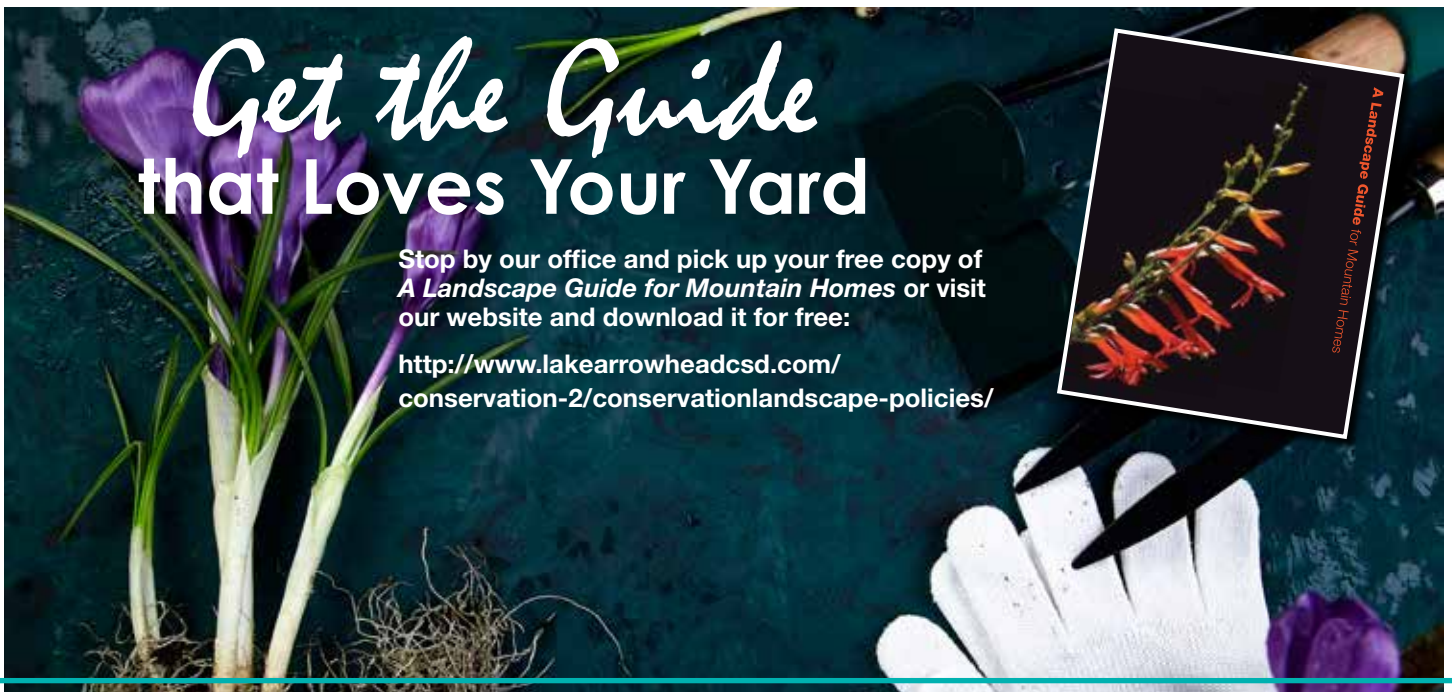


Get the Guide that Loves Your Yard

Stop by our office and pick up your free copy of *A Landscape Guide for Mountain Homes* or visit our website and download it for free:

<http://www.lakearrowheadcsd.com/conservation-2/conservationlandscape-policies/>

A Landscape Guide for Mountain Homes




A New Look for Your Water Bill

Your water bill has a new format and LACSD is here to help you navigate it. You should have received this flyer along with your recent bill to help you read and understand the new layout, and it also appears here as a friendly reminder.

Understanding Your New Statement

- 1 Account Number:** Specific for this property and current occupant.
- 2 Due Date:** Please pay current amount due on or prior to this date.
- 3 Amount Due:** Total amount due for this account.
- 4 Account Information:** Account name, service address, rate class, service period, bill date, and number of billing days.
- 5 Account Summary:** Previous balance, payments, adjustments, current charges for this billing period and the total amount due.
- 6 Current Charges:** Itemized account of charges for current billing statement.
- 7 Contact Information:** Includes customer service and after-hours emergency numbers, office hours and pay online web address.
- 8 Current Metered Usage:** Service, meter number, current read, previous read, current consumption, and subtotal per meter.
- 9 Historical Usage:** Graphical representation of usage history. Shown in cubic feet (100 cubic feet = 1 billing unit).
- 10 Important Messages:** This section is used for special message notifications to customers.
- 11 Payment Coupon:** Please remit payment using this portion of your billing statement. If mailing payment, please remit to this address and use envelope included with your statement.



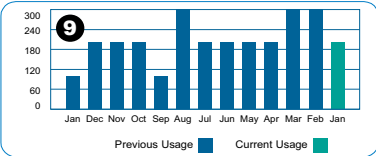
LAKE ARROWHEAD COMMUNITY SERVICES DISTRICT
PO BOX 700
LAKE ARROWHEAD, CA 92352-0700

Customer Service: (909) 336-7100
Hours of Operation: Monday - Friday, 7:30 a.m. - 5:00 p.m.
Emergency After Hours: (909) 336-7100, prompt 2
Pay Your Bill Online: www.lakearrowheadcsd.com

CURRENT METERED USAGE

Meter	Meter No	Curr Read	Prev Read	Usage	Total
Water	88888888	148	146	200	\$40.75

YOUR HISTORICAL USAGE (IN CUBIC FEET)



IMPORTANT MESSAGES

Save Our Water is a statewide, water conservation program created in 2009 by the Association of California Water Agencies and the California Department of Water Resources. The program's goal is to make water conservation a daily habit among Californians, much like recycling and energy conservation are today. The Save Our Water program reaches millions of Californians each year through partnerships with local water agencies and other community-based organizations, social marketing efforts, paid and earned media and event sponsorships.

YOUR MONTHLY STATEMENT

Account Number	Due Date	Amount Due
99,99999,99	07/24/17	\$90.72

Account Name: John O Sample
Service Address: 123 Anywhere St
Rate Class: Residential
Service Period: 05/01/17-05/31/17
Billing Date: 01/09/18
Days: 30


ACCOUNT SUMMARY

Previous Balance	\$101.18
Payments Received	-\$101.18
Adjustments	\$0.00
Current Charges	\$90.72
Total Amount Due	\$90.72

CURRENT CHARGE SUMMARY

DESCRIPTION	USAGE	CHARGE
Water Usage	Fixed	\$38.23
Tier 1: 200 CF	@ \$.0126	\$2.52
Water Charges Subtotal		\$40.75
Sewer		\$49.97
Total Current Charges		\$90.72

DUE DATE APPLIES TO CURRENT BILL ONLY
Any past due balance is due immediately



LAKE ARROWHEAD CSD
27307 STATE HIGHWAY 189
PO BOX 700
LAKE ARROWHEAD, CA 92352-0700

***AUTO**5-DIGIT 92317 1 P55 T-LKA-06132-A-1
55 1 AV 0-375

JOHN O SAMPLE
PO BOX 4567
LAKE ARROWHEAD CA 92317-4567

If your mailing address has changed, please update above or on reverse and check here:

Keep top portion for your records and return the bottom stub with your payment. **Make check payable to: LACSD**

Account Number	Due Date	Amount Due	Amount Enclosed
99,9999,99	07/24/17	\$90.72	\$

Paying by Mastercard, Discover, Visa or American Express, fill out below:

CARD NUMBER	SECURITY CODE	BILLING ZIP CODE
SIGNATURE	EXP. DATE	

LAKE ARROWHEAD CSD
PO BOX 700
LAKE ARROWHEAD CA 92352-0700

99999999000090726

This page provides some insight into where you can find various information on your new bill.



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

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Your Summer 2019 Newsletter

LACSD Laboratory: Under the Microscope

The Lake Arrowhead Community Services District Laboratory has the distinction of being Environmental Laboratory Accreditation Program (ELAP) certified. The lab is responsible for the daily preparation and analysis of a wide variety of samples taken throughout the District, including along the shores of Lake Arrowhead and dedicated swim areas. Some of the many samples include drinking water, wastewater, ultraviolet (UV) disinfected recycled water, and bathing beach samples. District laboratory staff ensure that the District remains in compliance with the strict requirements set forth by the State Water Resources Control Board (SWRCB).

LACSD Laboratory employees are constantly striving to find new and improved methods to conduct set-up, analysis, and reporting of sample results. Analysis and reporting methods are

constantly changing and keeping up with the new information and technology is an ongoing challenge for District laboratory staff. This commitment has benefitted the customers and public that are served by the LACSD, ensuring the most current and accurate methods of analysis are used to protect public health and safety, while maintaining compliance with all reporting requirements to the SWRCB.

Laboratory staff are Laboratory Analyst certified by the California Water Environment Association and carry additional certifications in Water Treatment, Water Distribution, and Wastewater Treatment issued by the SWRCB. Laboratory employees are available around the clock, 365 days per year, to meet the unique demands and challenges that the District faces throughout the different seasons that we enjoy.

