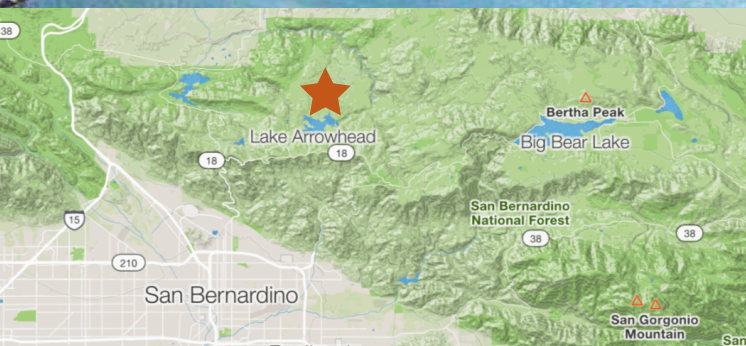




**Lake Arrowhead  
Community Services  
District**

# dropcountr



**Utility Contact:** Mark Lopez, Customer Services Supervisor  
**Location:** San Bernardino Mountains, CA  
**Residential Connections:** ~8,000  
**AMI:** Yes   **Meters:** Zenner   **Dropcountr Adoption:** >15%

## Background:

Lake Arrowhead is a mountain community with roughly 8,000 connections and a destination for outdoor summer activities in the San Bernardino mountains, directly north / east of Greater Los Angeles

Community presence is summer seasonal and many of the connections are second-home properties.

LACSD has been fully AMI equipped since 2007

## Objective:

Conservation is a priority. LACSD would be forced to purchase water at a premium rate from a third-party should the community exceed maximum usage, so staff are focused on reducing unnecessary seasonal usage and avoiding leaks.

Similarly, leak alerts would benefit property owners who live hours away and possibly avoid property damage.

## Deployment:

LACSD integrated with the Dropcountr platform in two weeks and deployed with residents during the early summer months, as the seasonal population started to grow.

The district has a limited set of emails available for outreach and has leaned on word-of-mouth, customers service calls and a web presence to drive adoption.

## Results



Over 15% of LACSD customers have registered for Dropcountr and, on average, 44% engage with the portal on a monthly basis.



1250 leak alerts have been sent to LACSD customers over the course of 12-months, via push message and / or email alerts.



The Dropcountr POLYGON tool is extremely helpful in targeting communications to a location-specific recipient group.

***"Dropcountr gives more power to the customer in managing water use and identifying leaks."***

*Mark Lopez, Customer Services Supervisor*



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