

LAGUNA BEACH COUNTY WATER DISTRICT

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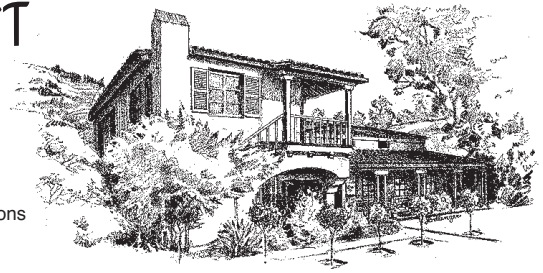
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RENAE M. HINCHEY

MANAGEMENT:

CHRISTOPHER J. REGAN, Assistant General Manager
DAVID YOUNGBLOOD, PE, Manager of Engineering & Operations
ROBERT L. WESTPHAL, Manager of Finance



INCORPORATED 1925

February 8, 2017

Dear District Customer,

Many of you have shared with us your desire to have more information and control over your own water usage. You've told us that you want access to your water consumption data and faster notification regarding water leaks at your property. You've expressed a desire to have access to this information at your fingertips from the comfort of your home or while away. Instant access, anytime. We've listened carefully to what you have to say and are excited to announce that the Laguna Beach County Water District (District) has made this a top priority for 2017.

Beginning in February, the District is installing an Advanced Metering Infrastructure (AMI) system across our service area. The project includes enhancing every residential and commercial water meter with new, state-of-the-art technology that will wirelessly communicate usage data to the District. Once installed, the new meters will be able to collect multiple remote meter reads per day, allowing for better leak detection and improved customer service. In 2018, a customer web portal will be launched to give you access to your own detailed water usage information, as well as allow you to better manage and budget your water consumption. The ability to better understand and view your water use in near-real-time can have a profound impact on water consumption and your conservation efforts.

The \$2.6 million project is being funded through your water rate at no additional cost to you and a \$300,000 United States Bureau of Reclamation WaterSMART Grant awarded to the District last June. The timing of the project coincides with the need to replace a majority of District meters that have reached the end of their useful life. Water meters typically have a useful life of 15 to 20 years.

The District has contracted with AquaMetric and Concord Utility Services to complete the project. They'll be identifiable by the logos pictured below. Since it will take up to five months to complete the project, postcards will be sent to your property 10-15 business days prior to the exact installation date. A few days prior to and upon completion, our contractors will leave door hangers at the main entrance to the property reminding you of the installation and verifying the work has been completed. Installation will take about 30-45 minutes and your water service will need to be interrupted for up to 15 minutes.

To get answers to most questions, additional information, and project updates, please visit the "Smart Meter" page on our website at lagunabeachwater.com/ami. For questions that can't be found on our site, call our AMI Hotline at (949) 342-1400.

Sincerely,

Renae M. Hinchey
General Manager

