

HEROES OF LAGO VISTA:

FROM FAILING SYSTEMS TO COMMUNITY CHAMPIONS

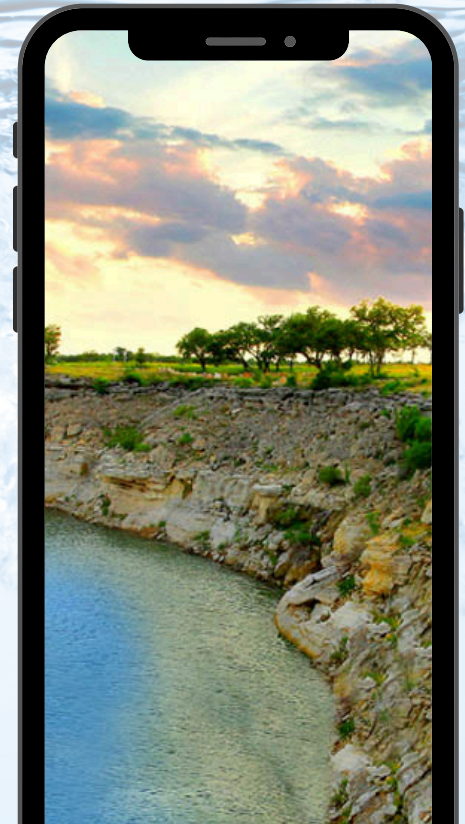
Every hero's journey begins with a challenge, and in Lago Vista, Texas, the villains were clear:

- *Failing registers that died by the hundreds, forcing staff to replace nearly 100 units every billing cycle.*
- *Inaccurate bills and eroded public trust as residents lost confidence in the system.*
- *A vendor who left them stranded, unable to provide resources or support.*
- *Tight budgets and funding hurdles, making investment in new technology a risky leap.*

For a utility serving 10,000 people in the Texas Hill Country, these challenges threatened not just operations but the community's faith in its water system.

Putting On the Cape

Instead of accepting defeat, Lago Vista stepped up. The team chose courage over hesitation, moving first to HydroPro's Allegro drive-by system in 2019 and then boldly advancing to a full AMI network by 2021. It was a commitment to transparency, accuracy, and rebuilding customer trust.



Every HERO Needs a Guide

HydroPro Solutions became the guide in this transformation, providing technology, training, and responsive support. From answering calls within minutes to helping troubleshoot in challenging hill country terrain, HydroPro gave Lago Vista the confidence to take on the villains of failure and frustration. *"James is always there,"* said Superintendent Ernesto Rios. *"The people on the phone, our vendor Robin - they're great. I can log in online and investigate myself. I don't have to go into the field."*

The Victory

The results prove what happens when heroes rise to the challenge:

- **Time saved:** No more replacing 100 registers per cycle - one person can now manage the entire meter system.
- **Customer satisfaction restored:** Residents can view their water use in real time, building trust and reducing complaints.
- **Durability delivered:** In four years, only one register has failed - a dramatic turnaround from the old system.

Support that never wavers:
Immediate answers, fast quotes, and
a partner who always shows up.

The Legacy

By choosing to act, Lago Vista proved that heroes aren't just found in comic books. They are the water professionals who put on the cape, take on the villains of inefficiency and distrust, and, with HydroPro by their side, deliver victories that transform their community.

As Rios proudly shared, "I'm happy with the product, I'm happy with the customer service. I'm happy with everything."

