

Section I Declaration of Policy, Purpose, and Intent

In cases of extreme drought, periods of abnormally high usage, system contamination, or extended reduction in ability to supply water due to equipment failure, temporary restrictions may be instituted to limit non-essential water usage. The purpose of the Drought Contingency Plan is to encourage customer water conservation in order to maintain supply, storage, or pressure or to comply with the requirements of Chapter 30 of Texas Administrative Code §288.20)

Section II Public Involvement

Opportunity for the public to provide input into the preparation of the Plan was provided by:

Other method: Customer letter including link to online survey form.

Section III Public Education

The Public Water Supply (PWS), will periodically provide the public with information about the Plan, including information about the conditions under which each stage of the Plan is to be initiated or terminated and the drought response measures to be implemented in each stage.

Drought plan information will be provided by:

Other method: Customer notification letter, including link to Drought Contingency Plan published on company website.

Section IV Coordination with Regional Water Planning Groups

CSWR - Texas Utility Operating Company (UOC) LLC, has public water systems located throughout the state in multiple Regional Water Planning Group (RWPG) & Water Conservation Districts. This plan has been shared with the respective RWPG and Water Conservation Districts. The response measures will be implemented in accordance with local policies and regulations.

RWPG: _____

Contact Information: _____

Phone: _____ Email: _____

Water Conservation District: _____

Contact Name: _____

Phone: _____ Email: _____

Section V Notice Requirements

Written notice will be provided to each customer **prior to implementation or termination of each stage of the water restriction program**. Mailed notice must be given to each customer 72 hours prior to the start of water restriction. If notice is hand delivered, the utility cannot enforce the provisions of the plan for 24 hours after notice is provided. The written notice to customers will contain the following information:

1. the date restrictions will begin,
2. the circumstances that triggered the restrictions,
3. the stages of response and explanation of the restrictions to be implemented, and,
4. an explanation of the consequences for violations.

The utility must notify the TCEQ prior to implementing mandatory drought contingency water use restrictions through the online reporting form:

https://www.tceq.texas.gov/drinkingwater/homeland_security/security_pws

For questions regarding this requirement, contact the TCEQ Public Drinking Water Section Drought Team at 512-239-4691.

Section VI Violations

First violation - The customer will be notified by written notice of their specific violation.

Subsequent violations:

- a) After written notice, the utility may install a flow restricting device in the line to limit the amount of water which will pass through the meter in a 24-hour period. The utility may charge the customer for the actual cost of installing and removing the flow restricting device, not to exceed \$150.00.
- b) After written notice, the utility may discontinue service at the meter for a period of seven (7) days, or until the end of the calendar month, whichever is LESS. The reconnect fee of the utility will apply for restoration of service.

Section VII Exemptions or Variances

The utility may grant any customer an exemption or a variance from the Drought Contingency Plan for good cause **upon written request**. The utility will treat all customers equally concerning exemptions and variances and shall not discriminate in granting exemptions and variances. No exemption or variance shall be retroactive or otherwise justify any violation of this Plan occurring prior to the issuance of a variance.

Section VIII Response Stages

CSWR - Texas will utilize the U.S. Drought Monitor, jointly produced by the National Oceanic and Atmospheric Administration (NOAA), the U.S. Department of Agriculture (USDA), and the National Drought Mitigation Center (NDMC) as the primary tool for determining the Drought Response Stages. A Texas Drought Monitor map is published at Waterdatafortexas.org.

Unless there is an immediate and extreme reduction in water production, or other absolute necessity to declare an emergency or severe condition, the utility will initially declare Stage 1 restrictions. If, after a reasonable period of time, demand is not reduced enough to alleviate

outages, reduce the risk of outages, or comply with restrictions required by a court, government agency or other authority, Stage 2 may be implemented with Stage 3 to follow if necessary.

STAGE 1 (No Drought (D0) - CUSTOMER AWARENESS

Stage 1 will begin:

**Every April 1st, the utility will mail a public announcement to its customers.
No notice to TCEQ required.**

Stage 1 will end:

**Every September 30th, the utility will mail a public announcement to its customers.
No notice to TCEQ required.**

Utility Measures:

This announcement will be designed to increase customer awareness of water conservation and encourage the most efficient use of water. A copy of the current public announcement on water conservation awareness shall be kept on file available for inspection by the TCEQ.

Voluntary Water Use Restrictions:

Water customers are requested to voluntarily limit the use of water for non-essential purposes and to practice water conservation.

The water utility will implement Stage 2 when the NDMC indicates The County has entered D1-Abnormally Dry conditions.

STAGE 2 (D1 Moderate Drought) - VOLUNTARY WATER CONSERVATION:

Target: Achieve a 20% percent reduction in *daily water demand*

The water utility will implement Stage 2 when the following trigger is reached:

NMDC has declared a level D1 - Moderate Drought for the county.

Upon initiation and termination of Stage 2, the utility will mail a public announcement to its customers. No notice to TCEQ required.

Requirements for Termination:

Stage 2 of the Plan may end when the NMDC indicates the County has returned to D0-No Drought. Upon termination of Stage 2, Stage 1 becomes operative.

Utility Measures:

1. Visually inspect lines and repair leaks on an as needed basis. Monthly review of customer use records and follow-up on any that have unusually high usage if the 20% reduction has not been met.
2. The PWS will reduce the flushing of water mains as well as utilize reclaimed water for non-potable purposes where practicable.

3. Wholesale customers are required in specific contract provisions to implement these measures as well as any other measures specified in the wholesale supply contract to better manage a limited water supply. Contract provisions requiring wholesale customers to implement mandatory drought restrictions consistent with the city will be added into any new contract or contract revision.

Voluntary Water Use Restrictions:

1. **Restricted Hours:** Outside watering is allowed daily, but only during periods specifically described in the customer notice; between 10:00 p.m. and 5:00 a.m. for example.
2. **Restricted Days/Hours:** Water customers are requested to voluntarily limit the irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems. Customers are requested to limit outdoor water use to **Mondays for water customers with a street address ending with the numbers 1, 2, or 3, Wednesdays for water customers with a street address ending with the numbers 4, 5, or 6, and Fridays for water customers with a street address ending with the numbers 7, 8, 9, or 0.** Irrigation of landscaped areas is further limited to the hours of 12:00 midnight until 10:00 a.m. and between 8:00 p.m. and 12:00 midnight on designated watering days. However, irrigation of landscaped areas is permitted at any time if it is by means of a hand-held hose, a faucet-filled bucket or watering can of five (5) gallons or less, or drip irrigation system; or

Other uses wastewater such as water running down the gutter.

3. **Irrigation shall provide a maximum of 1.0 inches per zone per week:** Irrigation shall occur without water runoff, which can be accomplished by correctly cycling the sprinkler system and allowing time for the water to soak into the landscape between irrigation events.

Hand watering for landscape irrigation purposes is allowed on a daily basis, regardless of the time of year and regardless of time of day.

New plant material may be irrigated on a more frequent basis until the new plant material is established. Variances **shall not be granted** for grasses used to over-seed existing lawns

4. **Water customers will limit aesthetic and nonessential water use:** Water shall not be used to wash down hard surfaced areas, including, without limitation, sidewalks, parking lots, gutters, and patios, except where such action is performed for health and safety reasons. Water shall not be used for dust control. However, water may be used for construction or to clean surfaces for painting.

The System manager, or his/her designee, will request wholesale water customers to initiate mandatory measures to reduce nonessential water use (i.e., implement Stage 2 of the customer's Drought Contingency Plan).

All system operations shall adhere to the water use restrictions.

STAGE 3 (D2-D3 Severe to Extreme Drought) - MANDATORY WATER USE RESTRICTIONS:

Target: Achieve a 30% percent reduction in *daily water demand*

The water utility will implement Stage 3 when the following trigger is reached:

NMDC has declared a level D2- D3 Severe to Extreme Drought for the county.

Upon initiation and termination of Stage 3, the utility will mail a public announcement to its customers. Notice to TCEQ required.

Requirements for Termination:

Stage 3 of the Plan may end when the NMDC indicates the County has returned to D1-Moderate Drought. Upon termination of Stage 3, Stage 2, or the applicable drought response stage based on the triggering criteria, becomes operative.

Utility Measures:

1. Visually inspect lines and repair leaks on an as needed basis. Flushing is prohibited except for dead end mains and unless required for meeting water quality standards.
2. The system will use reclaimed water for all non-potable purposes. Offering low-flow fixtures to water customers, where practical.

Mandatory Water Use Restrictions:

The following water use restrictions shall apply to all customers.

1. Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems **shall be limited to Mondays for water customers with a street address ending with the numbers 1, 2, or 3, Wednesdays for water customers with a street address ending with the numbers 4, 5, or 6, and Fridays for water customers with a street address ending with the numbers 7, 8, 9, or 0.** Irrigation of landscaped areas is further limited to the hours of 12:00 midnight until 10:00 a.m. and between 8:00 p.m. and 12:00 midnight on designated watering days. However, irrigation of landscaped areas is permitted at any time if it is by means of a hand-held hose, a faucet-filled bucket or watering can of five (5) gallons or less, or drip irrigation system.
2. Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane, or other vehicle is prohibited except on designated watering days between the hours of 12:00 midnight and 10:00 a.m. and between 8:00 p.m. and 12:00 midnight. Such washing, when allowed, shall be done with a hand-held bucket or a hand-held hose equipped with a positive shutoff nozzle for quick rinses. Vehicle washing may be done at any time on the immediate premises of a commercial car wash or commercial service station. Further, such washing may be exempted from these regulations if the health, safety, and welfare of the public are contingent upon frequent vehicle cleansing, such as garbage trucks and vehicles used to transport food and perishables.
3. Use of water to fill, refill, or add to any indoor or outdoor swimming pools, wading pools, or a Jacuzzi type pool are prohibited except on designated watering days between 12:00 midnight and 10:00 a.m. and between 8:00 p.m. and 12:00 midnight.
4. Operation of any ornamental fountain or pond for aesthetic or scenic purposes is prohibited except where necessary to support aquatic life or where such fountains or ponds are equipped with a recirculation system.

5. Use of water from hydrants or flush valves shall be limited to maintaining public health, safety, and welfare.
6. Use of water for the irrigation of golf courses, parks, and green belt areas are prohibited except by hand-held hose and only on designated watering days between the hours 12:00 midnight and 10:00 a.m. and between 8:00 p.m. and 12:00 midnight.
7. The following uses of water are defined as non-essential and are prohibited:
 - a. wash down of any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
 - b. use of water to wash down buildings or structures for purposes other than immediate fire protection;
 - c. use of water for dust control;
 - d. flushing gutters or permitting water to run or accumulate in any gutter or street;
 - e. failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and
 - f. any waste of water.

STAGE 4 (D4 Exceptional Drought) - CRITICAL WATER USE RESTRICTIONS:

Target: Achieve a 35% percent reduction in *daily demand*

The water utility will implement Stage 4 when any one of the selected triggers is reached:

NMDC has declared a level D4 - Exceptional Drought for the county;

There has been a failure in a major water supply source or system, such as the failure of a dam, storage reservoir, pumping system, transmission pipeline, water treatment facility, major power failure or natural disaster that causes a severe and prolonged limit on the ability of the PWS to meet the water supply demands;

The water supply source has been contaminated.

Upon initiation and termination of Stage 4, the utility will mail a public announcement to its customers. Notice to TCEQ required.

Requirements for Termination:

Stage 4 of the Plan may be rescinded when all the NMDC indicates the County has returned to D3-Extreme Drought. Upon termination of Stage 4, Stage 3, or the applicable drought response stage based on the triggering criteria, becomes operative.

Utility Measures:

1. The utility shall visually inspect lines and repair leaks on a regular basis.
2. Flushing is prohibited except for dead end mains and to meet water quality standards. Required flushing is only allowable between the hours of 9:00 p.m. and 3:00 a.m.
3. Emergency interconnects or alternative supply arrangements shall be initiated.

4. All meters shall be read as often as necessary to ensure compliance with this program for the benefit of all the customers, if the 35% reduction has not been met.

Mandatory Water Use Restrictions: (all outdoor use of water is prohibited)

1. Irrigation of landscaped areas is absolutely prohibited.
2. Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane, or other vehicle is absolutely prohibited.

SYSTEM OUTAGE or SUPPLY CONTAMINATION

Notify TCEQ Regional Office immediately.