



**Barton Springs
Edwards Aquifer**
CONSERVATION DISTRICT

User Conservation Plan
For
Oak Forest Water Supply Company
Retail Public Water Supply Permittee

The above named permittee has adopted this User Conservation Plan as required by the Barton Springs/Edwards Aquifer Conservation District and agrees to comply with all the applicable District Rules in implementing and enforcing the measures of the enclosed plan.

Permittee Signature: *David X. Curran* Date: 6/30/19

User Conservation Plan Checklist – Retail Public Water Supply

A User Conservation Plan is a strategy or combination of strategies for reducing the volume of water withdrawn from a water supply source, for reducing the loss or waste of water, for maintaining or improving the efficiency in the use of water, for increasing the recycling and reuse of water, and for preventing the pollution of water. A user conservation plan may be a separate document identified as such or may be contained within another water management document (s).

Conservation Measures Relating to Retail Customers

1. Promote and encourage installation and use of water saving plumbing fixtures in existing homes. Promotion will take place through information mail outs and/or distribution of water saving devices.
2. Promote the replacement of water using appliances with more water efficient varieties. Promotion will take place through mail outs and creation of incentive programs.
3. Promote customer household leak detection and repair.
4. Promote and encourage water efficient landscape practices such as water-wise landscape design and drip irrigation for new turf and landscaping. Promotion will take place through mail outs and creation of incentive programs.
5. Promote and encourage conversion of high water use turf and landscapes to native and water-wise designs for existing turf and landscaping. Promotion will take place through mail outs and creation of incentive programs.
6. Implement a watering schedule that limits landscape irrigation to no more frequently than once every 5 days and to only between the hours of 10 pm and 7 am.
7. Encourage and promote minimum soil depth (6" or greater) for new residential turf and landscaping.
8. Send notices at the start and end of the District Water Conservation Period to remind customers to check, repair, and make adjustment to automatic sprinkler systems as necessary.
9. Require dedicated irrigation meters for all new industrial and commercial customers.
10. Assist customers with automatic sprinkler systems by providing information and materials on conducting irrigation audits and efficient operation of the sprinkler system to avoid waste (adjustment of controllers, installation of rainwater shutoff devices, etc).

Conservation Measures Relating to System Operations

11. Conduct periodic system water audits and system water loss assessment to determine illegal connections, abandoned services, etc. Use results to revise meter testing and repair practices, reduce unauthorized water use, improve accounting for unauthorized water use, and implement effective water loss management strategies.
12. Implement and continue an on-going program of system leak detection and repair, which shall include the consideration and utilization of improved technology when possible. Cut off vacant houses; verify there are no leaks.
13. Monitor high usage customers and provide additional support and encouragement to promote efficient and effective use and to reduce wasteful practices.
14. Limit flushing of dead-end mains and fire hydrants.
 - a. Dead-end mains - drain only as needed to prevent stale water and/or customer complaints.
 - b. Fire hydrants - open twice yearly to maintain proper operation.
15. In next rate case for consideration by the Texas Commission on Environmental Quality (TCEQ), consider implanting a conservation-oriented rate structure which may include conservation oriented amendments to the tariff to include authorization to implement temporary water rates, the assessment of surcharges to encourage water conservation, and other available measures to encourage water conservation.
16. Require applicants for service to comply with the permittee rules, plans, and regulations as approved by the District and the TCEQ.
17. Continue customer meter testing and meter repair and replacement programs. Set a goal of achieving accuracy of within plus or minus 5.0% in order to measure and account for the amount of water diverted from the source of supply.
18. Implement system-wide prohibition on water waste. Enforce prohibitions with applicable authority, including citations or notices to violators. Set up a special water waste line that will be listed on the billings. Follow up and investigate calls.

General Conservation Measures

19. Develop five-year and ten-year targets for water savings. Include goals for water loss programs and for municipal use (in gallons per capita per day).
20. Promote and encourage voluntary indoor and outdoor conservation measures through examples at Company office(s).
21. Include drought stage and conservation information in customer billings. Include historic water use and customer water use comparisons in customer billings.
22. Assist the District in the distribution of conservation and educational materials.
23. Periodically review and evaluate this conservation plan and implement revisions to the plan as necessary.

Plan Adoption & Enforcement Procedure

The user conservation plan must include a means of implementation and enforcement which shall be evidenced by 1) a copy of the ordinance, regulations, resolution, contractual agreements, or tariff indicating **official adoption** of the water conservation plan by the water supplier; and 2) a description of the authority by which the water supplier will implement and enforce the conservation plan.



**Barton Springs
Edwards Aquifer**
CONSERVATION DISTRICT

Conditional Edwards Class A (with Future Conversion to Class B) User Drought Contingency Plan

For

Oak Forest Water Supply Company

Retail Public Water Supplier Permittee

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INTRODUCTION

This UDCP will enable Oak Forest WSC (the "Permittee") to manage its water system and water resources in a conscientious, fair, and appropriate manner during certain situations when water use reductions are necessary. It is not designed to punish, stigmatize, or criticize anyone about their usage of water. Its sole intent is to protect the public health and safety by maintaining an adequate supply of water during the various stages of drought conditions or other water supply emergencies, which may occur from time to time.

The Permittee believes that significant reductions in water usage can be achieved through drought triggered water use restrictions, voluntary efforts and contract provisions requiring curtailment. Implementation of voluntary water conservation measures and conscientious water use practices are encouraged at all times; however, additional water use restrictions and curtailments are required in cases of extreme drought, periods of abnormally high usage, system contamination, or extended reduction in ability to supply water due to equipment failure. During drought, these efforts, will protect the public health and safety and delay the depletion of spring flows at Barton Springs and aquifer water levels until sufficient recharge is available to replenish the Aquifer. Should drought conditions reach more severe levels, the permittee has planned and is prepared to restrict or curtail certain types of usage.

SECTION 1. Declaration of Policy, Purpose, and Intent

Oak Forest WSC (permittee), in its continuing effort to maintain an adequate supply of high quality water, has prepared this UDCP with the guidance of the Barton Springs/Edwards Aquifer Conservation District (District). In order to maintain supply, storage, or pressure; or to comply with regulatory requirements, temporary restrictions may be instituted to curtail water usage. This UDCP satisfies and complies with District Rules 3-7.5 and 3-7.7 related to Drought Management.

I, Dennis Carroll (print name), being the responsible official for Oak Forest WSC (permittee), agrees to comply with all the applicable District Rules and the measures of the enclosed User Drought Contingency Plan, and to officially adopt the enclosed plan through the appropriate vehicle (i.e. ordinance, TCEQ tariff amendment, resolution, policy amendment, contract etc.)

Dennis Carroll (Signature of Responsible Official) 6/30/19 (Date)

SECTION 2. Drought Notice

The District will notify permittees of the implementation or termination of each stage of the water restriction program. Permittees must then inform all customers prior to implementation or termination of each stage of the water restriction program. Notice of the District declaration must be provided at least 72 hours prior to the start of water use restrictions. 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

Upon notification of a Drought stage declaration by the District, the permittee will activate the respective response measures of its UDCP. The Permittee will perform the recommended and mandatory actions specified in this UDCP. The Permittee will curtail pumpage according to the following curtailment schedule:

Drought Curtailment Chart						
	Historical	Edwards Aquifer				Trinity Aquifer
		Conditional				Historical
		Class A	Class B	Class C	Class D	
No Drought	0%	0%	0%	0%	0%	0%
Water Conservation (Voluntary)	10%	10%	10%	10%	10%	10%
Alarm	20%	20%	50%	100%	100%	20%
Critical	30%	30%	75%	100%	100%	30%
Exceptional	40%	50% ¹	100%	100%	100%	30%
Emergency Response Period	50% ³	>50% ²	100%	100%	100%	30%

1. Only applicable to Edwards LPPS and existing unpermitted nonexempts after A to B reclassification triggered by Exceptional Stage declaration
2. Curtailments > 50% subject to Board discretion
3. ERP (50%) curtailments become effective October 11, 2015. ERP curtailments to be measured as rolling 90-day average after first three months of declared ERP.

SECTION 3. Alternate Water Sources

The permittee will identify an alternate water source or other contingency to be utilized or implemented directly by the permittee to manage limited water supplies in the event of water supply contamination or system outage. The alternate supply or other contingency shall be evidenced by documentation (contracts, affidavits, etc.) that demonstrates the availability when needed. If no alternate water sources are identified, please provide a descriptive explanation as to why.

The current available water sources and alternate contingency sources for the Permittee include:

Source: EDWARDS + Trinity

alter. Source: Purchase from City of Hays; or,

Statement to achieve 100% curtailment: _____

SECTION 4. Coordination with Regional Water Planning Groups

The Permittee's water service area is located within the following listed Regional Water Planning Areas. A copy of this Drought Contingency Plan has been provided to those applicable regional water planning groups.

- ☒ Region K Lower Colorado
- ☐ Region L South Central Texas

SECTION 5. Public Information

The permittee will periodically provide retail water customers and the public with information about this 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. This information will be provided by means such as public meetings, via billing invoices, websites, public notice, news media announcement, or electronic mail etc. Permittee must notify customers of the initiation or termination of drought responses stages by certified mail.

An opportunity for the public to provide input in the initial preparation and future revisions of the Plan will be provided by the Permittee via means such as a public meetings, via billing invoices, websites, public notice, news media announcement, or electronic mail etc. Documentation of these efforts will be provided to the District for record.

SECTION 6. Enforcement Procedure

The UDCP must include a means of implementation and enforcement in accordance with District Rule 3-7.5 (E). Specifically, each permittee must: 1) develop and implement procedures for enforcing this UDCP 2) incorporate all enforcement measures and surcharges available to CCN holders under TCEQ rules; and 3) inform Permittee customers of the authority and intent to enforce the measures of the UDCP.

SECTION 7. Drought Stage Triggers and Responses

Permit Type: Conditional Edwards Class A (with future Conversion to Class B)		
	Class A	Class B
No Drought	No curtailment	No curtailment
Stage I Water Conservation (Voluntary)	10% curtailment	10% curtailment
Stage II Alarm	20% curtailment	50% curtailment
Stage III Critical	30% curtailment	75% curtailment
Stage IV Exceptional	Conversion in Effect	100% curtailment
Stage IV Emergency Response Period	Conversion in Effect	100% curtailment

STAGE I: WATER CONSERVATION PERIOD

INITIATION:

The Permittee will recognize that Stage I Water Conservation Period exists when the District issues a Stage I Water Conservation Period declaration. This water conservation period will be in effect between May 1 and September 30 every year when not already in a declared drought period. The permittee will be expected to follow voluntary water use measures during this water conservation period. This status will be prominently noted on the next regular billing cycle but not more than 20 days following May 1.

TERMINATION:

The Permittee will recognize that Stage I Water Conservation Period may be rescinded when the District issues a No-Drought declaration or has declared a different drought stage. This water conservation period will not be effective during October 1 and April 30 every year.

RECOMMENDED ACTIONS:

Voluntary overall 10% monthly reduction.

RESPONSE MEASURES:

Continue measures of User Conservation Plan.

Utility System Management

- Visually inspect lines and repair leaks on a regular basis.

Public Awareness

- Promote the water conservation BMPs listed in Appendix A through website and print materials.
- Implement public awareness efforts such as placing yard signs and/or posters in visible places within the service area to remind users of the prospective drought stage.
- Include historic water use and customer water use comparisons in customer billings.
- Include on each water bill a conspicuous reminder of the prospective drought stage.

- If your utility follows the District's drought stages then utilize the correct terminology on all outreach signage, "Water Conservation Period".

Utility Initiated Penalties or Consequences

- Utility employees and system operators should regularly monitor the service area for occurrences of waste.
- Utility should notify customers who demonstrate excessive or wasteful usage of water.

STAGE II: ALARM DROUGHT

INITIATION:

The Permittee will recognize that Stage II Alarm Drought exists upon receiving notification from the Barton Springs/ Edwards Aquifer Conservation District that the District has declared the aquifer to be in a Stage II Alarm Drought; the permittee will activate the **Stage II Alarm Drought** measures of its UDCP.

TERMINATION:

The Permittee will recognize that Stage II Alarm Drought may be rescinded upon receiving notification from the Barton Springs/ Edwards Aquifer Conservation District that the District has declared No-Drought or has declared a different drought stage.

MANDATORY ACTIONS:

Mandatory overall minimum 20% monthly reduction.

RESPONSE MEASURES:

Continue measures of User Conservation Plan.

Utility System Management

- Conduct a monthly Leak Detection Survey and immediately repair all identified leaks in the system.
- Limit line flushing to the hours of 9pm to 3am and only flush dead end main.
- Implement the provisions of the utility's Water Conservation Plan or Drought Contingency Plan that are on file with the TCEQ or TWDB.

Public Awareness

- Promote the water conservation BMPs listed in Appendix A through website and print materials.
- Implement public awareness efforts such as placing yard signs and/or posters in visible places within the service area to remind users of the prospective drought stage.
- Include historic water use and customer water use comparisons in customer billings.
- Include on each water bill a conspicuous reminder of the prospective drought stage.

- If your utility follows the District's drought stages then utilize the correct terminology on all outreach signage, "Stage II Alarm Drought".

Utility Initiated Penalties or Consequences

- Utility employees and system operators shall regularly monitor the service area for occurrences of waste.
- Utility should issue Warnings for 1st occurrence of waste to residential customers who demonstrate waste, UDCP violations, excessive monthly consumption or proscribed use (greater than 30,000 gallons/month).
- Utility should install flow restrictors on connections with continued waste and excessive monthly consumption, or proscribed use.
- Utility should assess surcharges and fines for continued waste, UDCP violations, excessive monthly consumption or proscribed use

Municipal Practices

- Follow recommended irrigation BMPs for municipal parks and recreation areas supplied by the water utility.
- Train employees and personnel on implementing recommended indoor water conservation BMPS.

STAGE III: CRITICAL DROUGHT

INITIATION:

The Permittee will recognize that Stage III Critical Drought exists upon receiving notification from the Barton Springs/ Edwards Aquifer Conservation District that the District has declared the aquifer to be in a Stage III Critical Drought; the permittee will activate the **Stage III Critical Drought** measures of its UDCP.

TERMINATION:

The Permittee will recognize that Stage III Critical Drought may be rescinded upon receiving notification from the Barton Springs/ Edwards Aquifer Conservation District that the District has declared No-Drought or has declared a different drought stage.

MANDATORY ACTIONS:

Mandatory overall minimum 30% monthly reduction.

RESPONSE MEASURES:

Continue measures of User Conservation Plan.

Utility System Management

- Conduct a weekly Leak Detection Survey and immediately repair all identified leaks in the system.

- Limit line flushing to the hours of 9pm to 3am and only flush dead end main.
- Implement the provisions of the utility's Water Conservation Plan or Drought Contingency Plan that are on file with the TCEQ or TWDB.

Public Awareness

- Promote the water conservation BMPs listed in Appendix A through website and print materials.
- Implement public awareness efforts such as placing yard signs and/or posters in visible places within the service area to remind users of the prospective drought stage.
- Include historic water use and customer water use comparisons in customer billings.
- Include on each water bill a conspicuous reminder of the prospective drought stage.
- Utility should identify highest 5% water users in the residential, commercial, and industrial customer sectors so that focused efforts can be initiated by the utility to provide awareness information and irrigation auditing services (if the utility has the ability to provide irrigation audits).
- If your utility follows the District's drought stages then utilize the correct terminology on all outreach signage, "Stage III Critical Drought".

Utility Initiated Penalties or Consequences

- Utility employees and system operators shall regularly monitor the service area for occurrences of waste.
- Utility should issue Warnings for 1st occurrence of waste to residential customers who demonstrate waste, UDCP violations, excessive monthly consumption or proscribed use (greater than 20,000 gallons/month).
- Utility should install flow restrictors on connections with continued waste, UDCP violations, and excessive monthly consumption, or proscribed use.
- Utility should assess surcharges and fines for continued waste, UDCP violations, excessive monthly consumption or proscribed use.

Municipal Practices

- Follow a recommend irrigation BMPs for municipal parks and recreation areas.
- Train employees and personnel on implementing recommended indoor water conservation BMPS.

STAGE IV EXCEPTIONAL DROUGHT and STAGE V EMERGENCY RESPONSE PERIOD (ERP) DROUGHT

Once Exceptional Drought is initiated, this permit will effectively convert from a Class A permit to a Class B permit. Therefore, the Permittee shall refer to their Class B User Drought Contingency Plan and curtailment schedule.

Appendix A

Ongoing Conservation Measures

The Permittee will encourage or will establish ordinance requirements (if possible) of end users to adopt the following water conservation measures at all times:

1. Replace faulty or unusable plumbing fixtures or appliances with water saving devices such as low-flow toilets, shower and faucet aerators, water-efficient dishwashers and clothes washers.
2. Choose and install water-efficient appliances and fixtures in new construction.
3. Check for leaks in toilets at least every six months.
4. Repair dripping faucets and leaky plumbing promptly.
5. At least once each year, cease all water usage and check meter to determine if leaks exist in underground transmission lines.
6. Utilize water efficient landscape practices such as water-wise landscape design and drip irrigation for new turf and landscaping.
7. Convert high water use turf and landscapes to native and water-wise designs for existing turf and landscaping.
8. Select vegetation from the list of appropriate native and naturalized plants compiled by the Lady Bird Johnson Wildflower Center when installing new or replacing landscape vegetation.
9. Implement a watering schedule endorsed by the District that includes watering restrictions for hose-end and underground irrigation systems.
10. Maximize efficient operation of automatic sprinkler systems to avoid waste by conducting periodic irrigation audits, frequently adjusting controllers based on conditions, installing rainwater shutoff devices, smart clocks and controllers, etc.
11. Wash vehicles using a hose-end sprayer with an automatic shut off or with buckets full of water and not allowing the water to continue to run from the hose when not in use.
12. Use a cover on swimming pools when possible to minimize evaporative loss of water.
13. When possible, consider alternative water supplies including but not limited to rainwater collection and alternative irrigation strategies to improve conservation of water on site.
14. Maintain record of submitted meter readings as record for future determination of possible system leaks and to quantify success of conservation practices and steps for usage reduction during drought conditions.

Recommended Drought Stage Measures

The Permittee will encourage or will establish ordinance requirements (if possible) of end users to adopt the following water efficiency measures during District declared drought stages:

Indoor Measures

- Visually inspect lines and repair leaks on a regular basis.
- Check for toilet and faucet leaks and repair any found leaks immediately.
- Use water displacement device in toilet tank or replace older model toilets with HET models when possible.
- Install aerators on faucets and water efficient appliances.
- While waiting for hot water to reach faucet, catch cold water in a container to be reused.
- Only run dishwasher with full load.
- Keep drinking water in a container in the refrigerator.
- Reduce use of garbage disposal.
- Wash only full loads of laundry.
- Turn off master water shutoff when out of town or on vacation.
- Draw less water for bath or reduce shower time.

- Do not over water houseplants.

Outdoor Measures – Landscape Irrigation

- Adopt a 2 day schedule for lawn watering and always only water between 8pm and 8am.
- For Automatic Sprinkler systems:
 - check sprinkler heads regularly to prevent clogging
 - adjust to eliminate overspray and
 - adjust run times and frequency monthly to respond to water schedules and changing rainfall and temperature conditions.
- Use hand held hose, drip irrigation, or soaker hoses for trees, garden, non-turf areas and bedded plants.
- Avoid watering on windy days.
- Cut lawns on highest setting and leave lawn clippings on lawn instead of bagging.
- For hose-end sprinklers - use sprinkler timers to limit water duration.
- Use mulch to conserve soil moisture.
- Irrigation of lawn areas with hose-end sprinklers or automatic irrigation systems shall be manually set to follow a 2 day watering schedule between the hours of 8pm and 8am
- Use hand held hose, drip irrigation, or soaker hoses for trees, garden, non-turf areas and bedded plants during designated water days and times.
- Use of soaker hoses for foundation protection shall be limited to designated water days and times

Outdoor Measures – Vehicle Washing

- Vehicle washing should be avoided except when conducted with a bucket or hand-held hose with an automatic shutoff device during designated watering days and times (if possible, use a commercial car wash that recycles water).
- Wash vehicles over lawn areas where possible.

Outdoor Measures – Pools and Fountains

- Keep pools covered when not in use.
- Limit pool filter backwashing to only when necessary.
- Utilize supplemental water sources where possible (e.g. purchased water, collected rainwater, etc.).
- Filling or refilling of pools is strongly discouraged. Topping off of existing pools for essential maintenance purposes is acceptable only during designated watering days and times.
- 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.

The following uses of water are defined as nonessential and should be avoided during drought:

- wash down of any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
- use of water to wash down buildings or structures for purposes other than immediate fire protection;
- use of water for dust control;
- flushing gutters or permitting water to run or accumulate in any gutter or street;
- failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and any waste of water.



Conditional Edwards Class B User Drought Contingency Plan

For

Oak Forest Water Supply Company

Retail Public Water Supplier Permittee

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INTRODUCTION

This UDCP will enable Oak Forest WSC (the "Permittee") to manage its water system and water resources in a conscientious, fair, and appropriate manner during certain situations when water use reductions are necessary. It is not designed to punish, stigmatize, or criticize anyone about their usage of water. Its sole intent is to protect the public health and safety by maintaining an adequate supply of water during the various stages of drought conditions or other water supply emergencies, which may occur from time to time.

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SECTION 1. Declaration of Policy, Purpose, and Intent

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I, Dennis Carroll (print name), being the responsible official for Oak Forest WSC (permittee), agrees to comply with all the applicable District Rules and the measures of the enclosed User Drought Contingency Plan, and to officially adopt the enclosed plan through the appropriate vehicle (i.e. ordinance, TCEQ tariff amendment, resolution, policy amendment, etc.)

Dennis Carroll (Signature of Responsible Official) 6/30/19 (Date)

SECTION 2. Drought Notice

The District will notify permittees of the implementation or termination of each stage of the water restriction program. Permittees must then inform all customers prior to implementation or termination of each stage of the water restriction program. Notice of the District declaration must be provided at least 72 hours prior to the start of water use restrictions. 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

Upon notification of a Drought stage declaration by the District, the permittee will activate the respective response measures of its UDCP. The Permittee will perform the recommended and mandatory actions specified in this UDCP. The Permittee will curtail pumpage according to the following curtailment schedule:

Drought Curtailment Chart						
	Historical	Edwards Aquifer				Trinity Aquifer
		Conditional				Historical
		Class A	Class B	Class C	Class D	
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Water Conservation (Voluntary)	10%	10%	10%	10%	10%	10%
Alarm	20%	20%	50%	100%	100%	20%
Critical	30%	30%	75%	100%	100%	30%
Exceptional	40%	50% ¹	100%	100%	100%	30%
Emergency Response Period	50% ³	>50% ²	100%	100%	100%	30%

1. Only applicable to Edwards LPPs and existing unpermitted nonexempts after A to B reclassification triggered by Exceptional Stage declaration
2. Curtailment > 50% subject to Board discretion
3. ERP (50%) curtailments become effective October 11, 2015. ERP curtailments to be measured as rolling 90-day average after first three months of declared ERP.

SECTION 3. Alternate Water Sources

The permittee will identify an alternate water source or other contingency to be utilized or implemented directly by the permittee to manage limited water supplies in the event of water supply contamination or system outage. The alternate supply or other contingency shall be evidenced by documentation (contracts, affidavits, etc.) that demonstrates the availability when needed. If no alternate water sources are identified, please provide a descriptive explanation as to why.

The current available water sources and alternate contingency sources for the Permittee include:

Source: Trinity + Edwards

alt Source: Purchase from City of Hays; or,

Statement to achieve 100% curtailment: _____

SECTION 4. Coordination with Regional Water Planning Groups

The Permittee's water service area is located within the following listed Regional Water Planning Areas. A copy of this Drought Contingency Plan has been provided to those applicable regional water planning groups.

- ☒ Region K Lower Colorado
- ☐ Region L South Central Texas

SECTION 5. Public Information

The permittee will periodically provide retail water customers and the public with information about this 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. This information will be provided by means such as public meetings, via billing invoices, websites, public notice, news media announcement, or electronic mail etc. Permittee must notify customers of the initiation or termination of drought responses stages by certified mail.

An opportunity for the public to provide input in the initial preparation and future revisions of the Plan will be provided by the Permittee via means such as a public meetings, via billing invoices, websites, public notice, news media announcement, or electronic mail etc. Documentation of these efforts will be provided to the District for record.

SECTION 6. Enforcement Procedure

The UDCP must include a means of implementation and enforcement in accordance with District Rule 3-7.5 (E). Specifically, each permittee must: 1) develop and implement procedures for enforcing this UDCP 2) incorporate all enforcement measures and surcharges available to CCN holders under TCEQ rules; and 3) inform Permittee customers of the authority and intent to enforce the measures of the UDCP.

Permit Type: Historic Edwards	
No Drought	No curtailment
Stage I Water Conservation (Voluntary)	10% curtailment
Stage II Alarm	20% curtailment
Stage III Critical	30% curtailment
Stage IV Exceptional	40% curtailment
Stage IV Emergency Response Period	50% curtailment

STAGE I: WATER CONSERVATION PERIOD

INITIATION:

The Permittee will recognize that Stage I Water Conservation Period exists when the District issues a Stage I Water Conservation Period declaration. This water conservation period will be in effect between May 1 and September 30 every year when not already in a declared drought period. The permittee will be expected to follow voluntary water use measures during this water conservation period. This status will be prominently noted on the next regular billing cycle but not more than 20 days following May 1.

TERMINATION:

The Permittee will recognize that Stage I Water Conservation Period may be rescinded when the District issues a No-Drought declaration or has declared a different drought stage. This water conservation period will not be effective during October 1 and April 30 every year.

RECOMMENDED ACTIONS:

Voluntary overall 10% monthly reduction.

RESPONSE MEASURES:

Continue measures of User Conservation Plan.

Utility System Management

- Visually inspect lines and repair leaks on a regular basis.

Public Awareness

- Promote the water conservation BMPs listed in Appendix A through website and print materials.
- Implement public awareness efforts such as placing yard signs and/or posters in visible places within the service area to remind users of the prospective drought stage.
- Include historic water use and customer water use comparisons in customer billings.
- Include on each water bill a conspicuous reminder of the prospective drought stage.
- If your utility follows the District's drought stages then utilize the correct terminology on all outreach signage, "Water Conservation Period".

- If your utility follows the District's drought stages then utilize the correct terminology on all outreach signage, "Water Conservation Period".

Utility Initiated Penalties or Consequences

- Utility employees and system operators should regularly monitor the service area for occurrences of waste.
- Utility should notify customers who demonstrate excessive or wasteful usage of water.

STAGE II: ALARM DROUGHT

INITIATION:

The Permittee will recognize that Stage II Alarm Drought exists upon receiving notification from the Barton Springs/ Edwards Aquifer Conservation District that the District has declared the aquifer to be in a Stage II Alarm Drought; the permittee will activate the **Stage II Alarm Drought** measures of its UDCP.

TERMINATION:

The Permittee will recognize that Stage II Alarm Drought may be rescinded upon receiving notification from the Barton Springs/ Edwards Aquifer Conservation District that the District has declared No-Drought or has declared a different drought stage.

MANDATORY ACTIONS:

Mandatory overall minimum 50% monthly reduction.

RESPONSE MEASURES:

Continue measures of User Conservation Plan.

Utility System Management

- Conduct a monthly Leak Detection Survey and immediately repair all identified leaks in the system.
- Limit line flushing to the hours of 9pm to 3am and only flush dead end main.
- Implement the provisions of the utility's Water Conservation Plan or Drought Contingency Plan that are on file with the TCEQ or TWDB.

Public Awareness

- Promote the water conservation BMPs listed in Appendix A through website and print materials.
- Implement public awareness efforts such as placing yard signs and/or posters in visible places within the service area to remind users of the prospective drought stage.
- Include historic water use and customer water use comparisons in customer billings.
- Include on each water bill a conspicuous reminder of the prospective drought stage.

Utility Initiated Penalties or Consequences

- Utility employees and system operators shall regularly monitor the service area for occurrences of waste.
- Utility should issue Warnings for 1st occurrence of waste to residential customers who demonstrate waste, UDCP violations, excessive monthly consumption or proscribed use (greater than 30,000 gallons/month).
- Utility should install flow restrictors on connections with continued waste and excessive monthly consumption, or proscribed use.
- Utility should assess surcharges and fines for continued waste, UDCP violations, excessive monthly consumption or proscribed use

Municipal Practices

- Follow recommended irrigation BMPs for municipal parks and recreation areas supplied by the water utility.
- Train employees and personnel on implementing recommended indoor water conservation BMPs.

STAGE III: CRITICAL DROUGHT

INITIATION:

The Permittee will recognize that Stage III Critical Drought exists upon receiving notification from the Barton Springs/ Edwards Aquifer Conservation District that the District has declared the aquifer to be in a Stage III Critical Drought; the permittee will activate the **Stage III Critical Drought** measures of its UDCP.

TERMINATION:

The Permittee will recognize that Stage III Critical Drought may be rescinded upon receiving notification from the Barton Springs/ Edwards Aquifer Conservation District that the District has declared No-Drought or has declared a different drought stage.

MANDATORY ACTIONS:

Mandatory overall minimum 30% monthly reduction.

RESPONSE MEASURES:

Continue measures of User Conservation Plan.

Utility System Management

- Conduct a weekly Leak Detection Survey and immediately repair all identified leaks in the system.
- Limit line flushing to the hours of 9pm to 3am and only flush dead end main.
- Implement the provisions of the utility's Water Conservation Plan or Drought Contingency Plan that are on file with the TCEQ or TWDB.

- Limit line flushing to the hours of 9pm to 3am and only flush dead end main.
- Implement the provisions of the utility's Water Conservation Plan or Drought Contingency Plan that are on file with the TCEQ or TWDB.

Public Awareness

- Promote the water conservation BMPs listed in Appendix A through website and print materials.
- Implement public awareness efforts such as placing yard signs and/or posters in visible places within the service area to remind users of the prospective drought stage.
- Include historic water use and customer water use comparisons in customer billings.
- Include on each water bill a conspicuous reminder of the prospective drought stage.
- Utility should identify highest 5% water users in the residential, commercial, and industrial customer sectors so that focused efforts can be initiated by the utility to provide awareness information and irrigation auditing services (if the utility has the ability to provide irrigation audits).
- If your utility follows the District's drought stages then utilize the correct terminology on all outreach signage, "Stage III Critical Drought".

Utility Initiated Penalties or Consequences

- Utility employees and system operators shall regularly monitor the service area for occurrences of waste.
- Utility should issue Warnings for 1st occurrence of waste to residential customers who demonstrate waste, UDCP violations, excessive monthly consumption or proscribed use (greater than 20,000 gallons/month).
- Utility should install flow restrictors on connections with continued waste, UDCP violations, and excessive monthly consumption, or proscribed use.
- Utility should assess surcharges and fines for continued waste, UDCP violations, excessive monthly consumption or proscribed use.

Municipal Practices

- Follow a recommend irrigation BMPs for municipal parks and recreation areas.
- Train employees and personnel on implementing recommended indoor water conservation BMPS.

STAGE IV: EXCEPTIONAL DROUGHT

INITIATION:

The Permittee will recognize that Stage III Critical Drought exists upon receiving notification from the Barton Springs/ Edwards Aquifer Conservation District that the District has declared the aquifer to be in a Stage IV Exceptional Drought; the permittee will activate the **Stage IV Exceptional Drought** measures of its UDCP.

The Permittee will recognize that Stage IV Exceptional Drought may be rescinded upon receiving notification from the Barton Springs/ Edwards Aquifer Conservation District that the District has declared No-Drought or has declared a different drought stage.

MANDATORY ACTIONS:

Mandatory overall minimum 40% monthly reduction.

RESPONSE MEASURES:

Continue measures of User Conservation Plan.

Utility System Management

- Conduct a weekly Leak Detection Survey and immediately repair all identified leaks in the system.
- All meters shall be read as often as necessary to insure compliance with this program for the benefit of all the customers.
- Limit line flushing to the hours of 9pm to 3am and only flush dead end main.
- Implement the provisions of the utility's Water Conservation Plan or Drought Contingency Plan that are on file with the TCEQ or TWDB.
- Emergency interconnects, pumpage authorized by a Temporary Transfer Permit, or alternative supply arrangements shall be initiated to meet the respective reduction requirement.

Public Awareness

- Promote the water conservation BMPs listed in Appendix A through website and print materials.
- Implement public awareness efforts such as placing yard signs and/or posters in visible places within the service area to remind users of the prospective drought stage.
- Include historic water use and customer water use comparisons in customer billings.
- Include on each water bill a conspicuous reminder of the prospective drought stage.
- Utility should identify highest 5% water users in the residential, commercial, and industrial customer sectors so that focused efforts can be initiated by the utility to provide awareness information and irrigation auditing services (if the utility has the ability to provide irrigation audits).
- If your utility follows the District's drought stages then utilize the correct terminology on all outreach signage, "Stage IV Exceptional Drought".
- Utility should issue a notice to inform all end-user customers that their public water supply may be in peril and that physical restriction of water use and reporting of excessive users to the District may be required.

Utility Initiated Penalties or Consequences

- Utility employees and system operators shall regularly monitor the service area for occurrences of waste.

Appendix A

The Permittee will implement the below list of response measures to facilitate the ability to curtail 100% during District declared drought:

Utility System Management

- Conduct a weekly Leak Detection Survey and immediately repair all identified leaks in the system.
- All meters shall be read as often as necessary to insure compliance with this program for the benefit of all the customers.
- Limit line flushing to the hours of 9pm to 3am and only flush dead end main.
- Implement the provisions of the utility's Water Conservation Plan or Drought Contingency Plan that are on file with the TCEQ or TWDB.
- Emergency interconnects, pumpage authorized by a Temporary Transfer Permit, or alternative supply arrangements shall be initiated to meet the respective reduction requirement.

Public Awareness

- Promote customer ongoing water conservation BMPs and customer recommended drought response measures.
- Implement public awareness efforts such as placing yard signs and/or posters in visible places within the service area to remind users of the prospective drought stage.
- Include historic water use and customer water use comparisons in customer billings.
- Include on each water bill a conspicuous reminder of the prospective drought stage.
- Utility should identify highest 5% water users in the residential, commercial, and industrial customer sectors so that focused efforts can be initiated by the utility to provide awareness information and irrigation auditing services (if the utility has the ability to provide irrigation audits).
- If your utility follows the District's drought stages then utilize the correct terminology on all outreach signage.

Utility Initiated Penalties or Consequences

- Utility employees and system operators shall regularly monitor the service area for occurrences of waste.
- Utility should issue Warnings for 1st occurrence of waste to residential customers who demonstrate waste, UDCP violations, excessive monthly consumption or proscribed use (greater than 20,000 gallons/month).
- Utility should install flow restrictors on connections with continued waste, UDCP violations, and excessive monthly consumption, or proscribed use.
- Utility should assess surcharges and fines for continued waste, UDCP violations, excessive monthly consumption or proscribed use.

- Emergency interconnects, pumpage authorized by a Temporary Transfer Permit, or alternative supply arrangements shall be initiated to meet the respective reduction requirement.

Public Awareness

- Promote the water conservation BMPs listed in Appendix A through website and print materials.
- Implement public awareness efforts such as placing yard signs and/or posters in visible places within the service area to remind users of the prospective drought stage.
- Include historic water use and customer water use comparisons in customer billings.
- Include on each water bill a conspicuous reminder of the prospective drought stage.
- Utility should identify highest 5% water users in the residential, commercial, and industrial customer sectors so that focused efforts can be initiated by the utility to provide awareness information and irrigation auditing services (if the utility has the ability to provide irrigation audits).
- If your utility follows the District's drought stages then utilize the correct terminology on all outreach signage, "Stage IV Exceptional Drought".
- Utility should issue a notice to inform all end-user customers that their public water supply is in peril and that physical restriction of water use and reporting of excessive users to the District may be required.

Utility Initiated Penalties or Consequences

- Utility employees and system operators shall regularly monitor the service area for occurrences of waste.
- Utility should issue Warnings for 1st occurrence of waste to residential customers who demonstrate waste, UDCP violations, excessive monthly consumption or proscribed use (greater than 20,000 gallons/month).
- Utility should install flow restrictors on connections with continued waste, UDCP violations, and excessive monthly consumption, or proscribed use.
- Utility should assess surcharges and fines for continued waste, UDCP violations, excessive monthly consumption or proscribed use.

Municipal Practices

- Follow a recommend irrigation BMPs for municipal parks and recreation areas.
- Train employees and personnel on implementing recommended indoor water conservation BMPS.

Customer Recommended Drought Stage Measures

The Permittee will encourage or will establish ordinance requirements (if possible) of end users to adopt the following water efficiency measures during District declared drought stages:

Indoor Measures

- Visually inspect lines and repair leaks on a regular basis.
- Check for toilet and faucet leaks and repair any found leaks immediately.
- Use water displacement device in toilet tank or replace older model toilets with HET models when possible.
- Install aerators on faucets and water efficient appliances.
- While waiting for hot water to reach faucet, catch cold water in a container to be reused.
- Only run dishwasher with full load.
- Keep drinking water in a container in the refrigerator.
- Reduce use of garbage disposal.
- Wash only full loads of laundry.
- Turn off master water shutoff when out of town or on vacation.
- Draw less water for bath or reduce shower time.
- Do not over water houseplants.

Outdoor Measures – Landscape Irrigation

- Adopt a 2 day schedule for lawn watering and always only water between 8pm and 8am.
- For Automatic Sprinkler systems:
 - check sprinkler heads regularly to prevent clogging
 - adjust to eliminate overspray and
 - adjust run times and frequency monthly to respond to water schedules and changing rainfall and temperature conditions.
- Use hand held hose, drip irrigation, or soaker hoses for trees, garden, non-turf areas and bedded plants.
- Avoid watering on windy days.
- Cut lawns on highest setting and leave lawn clippings on lawn instead of bagging.
- For hose-end sprinklers - use sprinkler timers to limit water duration.
- Use mulch to conserve soil moisture.
- Irrigation of lawn areas with hose-end sprinklers or automatic irrigation systems shall be manually set to follow a 2 day watering schedule between the hours of 8pm and 8am
- Use hand held hose, drip irrigation, or soaker hoses for trees, garden, non-turf areas and bedded plants during designated water days and times.
- Use of soaker hoses for foundation protection shall be limited to designated water days and times

- Do not over water houseplants.

Outdoor Measures – Landscape Irrigation

- Adopt a 2 day schedule for lawn watering and always only water between 8pm and 8am.
- For Automatic Sprinkler systems:
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- Use hand held hose, drip irrigation, or soaker hoses for trees, garden, non-turf areas and bedded plants during designated water days and times.
- Use of soaker hoses for foundation protection shall be limited to designated water days and times

Outdoor Measures – Vehicle Washing

- Vehicle washing should be avoided except when conducted with a bucket or hand-held hose with an automatic shutoff device during designated watering days and times (if possible, use a commercial car wash that recycles water).
- Wash vehicles over lawn areas where possible.

Outdoor Measures – Pools and Fountains

- Keep pools covered when not in use.
- Limit pool filter backwashing to only when necessary.
- Utilize supplemental water sources where possible (e.g. purchased water, collected rainwater, etc.).
- Filling or refilling of pools is strongly discouraged. Topping off of existing pools for essential maintenance purposes is acceptable only during designated watering days and times.
- 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.

The following uses of water are defined as nonessential and should be avoided during drought:

- wash down of any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
- use of water to wash down buildings or structures for purposes other than immediate fire protection;
- use of water for dust control;
- flushing gutters or permitting water to run or accumulate in any gutter or street;
- failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and any waste of water.

Drought Target Chart

Historic/Conditional A Edwards Production Permit -		Oak Forest Water Supply Company		Before Required Permit Conversion	
Historical Permitted Pumpage:	7,000,000 gpy				
Conditional A Permitted Pumpage:	2,000,000 gpy				
Water Use:	Public Water Supply	UDCP Approved in Fiscal Year:		2019	

Fresh Edwards Management Zone									
Pumpage Volume Targets During Drought Stages									
Fiscal Year	Monthly Volume Allocation	No Drought Baseline	Stage I Water Con. Period (Voluntary) 10% Reduction	Stage II Alarm (Mandatory) 20% Reduction	Stage III Critical (Mandatory) 30% Reduction	Stage IV Exceptional	(ERP) Emergency Response Period	Conversion Goes Into Effect	
								Conversion Goes Into Effect	Conversion Goes Into Effect
September	10.00%	900,000	810,000	720,000	630,000	420,000			350,000
October	8.30%	747,000	672,300	597,600	522,900	348,600			280,500
November	7.00%	630,000	567,000	504,000	441,000	294,000			245,000
December	6.30%	567,000	510,300	453,600	396,900	264,600			220,500
January	6.30%	567,000	510,300	453,600	396,900	264,600			220,500
February	6.50%	585,000	526,500	468,000	409,500	273,000			227,500
March	6.60%	594,000	534,600	475,200	415,800	277,200			231,000
April	7.40%	666,000	598,400	532,800	466,200	310,800			259,000
May	8.00%	720,000	648,000	576,000	504,000	336,000			280,000
June	9.50%	855,000	769,500	684,000	598,500	399,000			332,500
July	12.10%	1,089,000	980,100	871,200	762,300	508,200			423,500
August	12.00%	1,080,000	972,000	864,000	756,000	504,000			420,000
Annual Totals:	100.00%	9,000,000	8,100,000	7,200,000	6,300,000	4,200,000			3,500,000

Template Updated: 02/28/19

District Representative
 Permittee Signature
 Date
 Date