



Aqua Texas, Inc.
 1106 Clayton Lane, Suite 400W
 Austin, Texas 78723

T: 512-990-4400
 F: 512- 990-4411
 www.aqua-texas.com

**MANDATORY WATER USE RESTRICTIONS
 STAGE 1
 Carriage Hills Water System, PWS No. 1700279**

Dear Aqua Texas Customer:

August 10, 2011

As you know, we have been experiencing unusually hot and dry weather this summer. The demand for water to irrigate lawns and landscaping is up significantly and our production facilities are operating near capacity. Based on our TCEQ approved Drought Contingency Plan we must initiate **Stage 1 Mandatory watering restrictions** to ensure that we can provide you with an uninterrupted supply of water for household use and reasonable outside watering. Please cooperate with these restrictions or we will have to restrict usage even more.

Effective Saturday, August 13, 2011, Mandatory Stage 1 water use restrictions will be initiated. These restrictions provide you with an opportunity to water twice a week during specific early morning and late evening hours. Studies have shown that watering twice a week is adequate to maintain your lawns and landscapes even in our hot Texas summers. These restrictions will remain in effect until our weather patterns change sufficiently to substantially reduce customer demand.

The Stage 1 requirements and limitations are listed below and include a two day a week watering schedule based on the last number of your physical address. Please note that you may only water with automatic irrigation systems or hose end sprinklers on your designated watering days. There are three separate watering periods beginning at midnight on your designated day. You must stop watering by 11:00 p.m. on your designated day. If you have an automatic sprinkler system, please adjust the timer for your automatic sprinkler system to meet these requirements. There are also schedules for soaker hoses and hand held hoses which will allow you to water early morning and late evening during times when less water loss will occur through evaporation. Watering days are shown on the table below. **Please use the last number in your street address to find your two designated watering days.**

TWICE WEEKLY WATERING SCHEDULE

(Applicable During Stages 1, 2 or 3)

House # ends in 0	House # ends in 1 or 8	House # ends in 2 or 5	House # ends in 3 or 6	House # ends in 4	House # ends in 7	House # ends in 9
Wednesday	Sunday	Tuesday	Monday	Tuesday	Monday	Sunday
Saturday	Wednesday	Friday	Thursday	Saturday	Friday	Thursday

Required customer water use restrictions:

- Automatic Irrigation systems
Designated watering days – (Midnight to 4:00 a.m.) (7:00 a.m. – 10:00 a.m.) (8:00 p.m. to 11:00 p.m.).
- Hose end sprinklers
Designated watering days – (Midnight to 4:00 a.m.) (7:00 a.m. – 10:00 a.m.) (7:00 p.m. to 11:00 p.m.).
- **Hand held** hose, faucet filled bucket or watering can are permitted for watering landscaped areas 7days per week during stage 1, but only during the following designated hours: (Midnight to 10:00 a.m. & 7:00 p.m. to 11:00 p.m.) Please do not leave your hose unattended because that is a violation of Stage 1 restrictions. If you water your **lawn** with a hand held hose, you must water (Midnight to 4:00 a.m.) (7:00 a.m. – 10:00 a.m.) (7:00 p.m. to 11:00 p.m.).
- Soaker hoses may be used for Landscaped areas and foundations, any day from:
 (Midnight to 10:00 a.m. and 8:00 p.m. to Midnight)
- Car washing is permitted every other week, but only with a bucket or hand-held hose with automatic shut-off.
- No new filling or refilling of pools is permitted, but topping off of existing pools is allowed on designated watering days.
- No washing of driveways, sidewalks, or streets. Please use a broom or blower.

PENALTIES OR CONSEQUENCES FOR NOT FOLLOWING RESTRICTIONS

Requirements

1. First violation:
Stage 1 - The customer will be notified by written notice, hanging tag or letter, of their specific violation of required restrictions, reductions or for excessive usage. The customer will be provided a copy of the User Drought Contingency Plan.
2. Subsequent violations:
 - a. After the first written notice, Aqua Texas may install a flow-restricting device in the line to limit the amount of water that will pass through the meter in a 24-hour period. The flow restrictor may be left in the line for up to 60 days or until the wholesale provider or district requirements are ended. Aqua Texas may charge the customer for the actual cost of installing and removing the flow-restricting device, not to exceed \$50.00 for installation and \$50.00 for removal. The customer will be provided a copy of the User Drought Contingency Plan.
 - b. If the customer violates the required reductions after installation of a flow restrictor, Aqua Texas may discontinue service at the meter for up to 7 days. The customer will be charged a \$50 reconnect fee for restoration of service. Further violations will result in disconnection and additional reconnect fees. When service is reconnected a flow restrictor may be installed.
 - c. If a customer violates the restrictions again after having a flow restrictor installed and removed, Aqua Texas may either reinstall a flow restrictor as described in (a) above or, at its option, disconnect service for up to 7 days. When service is reconnected a flow restrictor may be installed.

Exemptions or Variances

Aqua Texas may grant any customer an exemption or variance from the UDCP for good cause **upon written request**. A customer who is refused an exemption or variance by Aqua Texas may appeal the denial in writing to the TCEQ. Aqua Texas will treat all customers equally concerning exemptions and variances, and will not discriminate in granting exemptions and variances. No exemption or variance will be retroactive or otherwise justify any violation of this Plan occurring prior to the issuance of the variance.

Response Stages

Unless there is an immediate and extreme reduction in an aquifer level; water availability or production; critical system capacity; or other absolute necessity to declare an emergency or severe condition, Aqua Texas will progress sequentially from Stage 1 through more restrictive stages. If, after a reasonable period of time, demand is not reduced enough to alleviate the conditions that initiated restrictions or to comply with restrictions required by a court, district, government agency, wholesale provider or other authority, some outdoor water use provisions in a particular Stage may be modified or further restricted or more restrictive Stages implemented as necessary to achieve the necessary reductions. In addition to restricted watering times, maximum monthly or weekly customer usage targets may be implemented and enforced in the same manner as the restrictions listed below. Notice of any modified restrictions or of a more stringent stage will be provided to customers at least 72 hours prior to implementation. **In order to comply with the requirements of an underground district, wholesale provider or other authority, Aqua Texas may skip a less restrictive stage and immediately implement Stage 2 or Stage 3.**

If you have questions concerning these restrictions or variances, please contact Larry Mitchell, Environmental Compliance Coordinator at (512) 990-4400 ext. 56109 during regular business hours.

Voluntary Practices to Reduce Water Consumption

- Draw less water for bath or reduce shower time.
- Do not let water run while shaving, dish washing, brushing teeth, etc.
- Keep pools covered if not used on a daily basis.
- Use water displacement device in toilet tank.
- Install aerators on faucets.
- Utilize water reuse where possible.
- Replacement or retrofits with low flow or ultra low flow fixtures.
- Visit the Water Sense web site at <http://www.epa.gov/WaterSense>.