

**WATER CONSERVATION  
AND  
DROUGHT CONTINGENCY PLAN**

**I. INTRODUCTION AND BACKGROUND**

**A. PURPOSE AND POLICY**

Water District No. 17 is a Water Control and Improvement District (WCID) created by an order of the Commissioner's Court of Travis County, Texas on December 8, 1958, and confirmed by the voters within the District on February 28, 1959. As a political subdivision of the State, the District is retail, non-profit, public utility with the rights, powers, privileges, and authority established by the general laws of the State of Texas, particularly Chapter 51 of the Texas Water Code. The District is subject to the continuing supervision of the Texas Commission on Environmental Quality (TCEQ) and federal agencies, and is located within the corporate and extraterritorial jurisdiction of the cities of Austin, Lakeway, and Bee Caves.

The District is empowered, among other things, to purchase, construct, operate, and maintain all works, improvements, facilities, and plants necessary for the supply and distribution of water; the collection, transportation, and treatment of wastewater; and the control and diversion of storm water. The District is a taxing authority, and may issue bonds and other forms of indebtedness to purchase or construct such facilities.

The TCEQ adopted revisions to Title 30, Texas Administrative Code (TAC), Chapter 288-Water Conservation Plans, Drought Contingency Plans, Guidelines and Requirements in 2004. The TCEQ regulations require retail public water suppliers with 3,300 or more connections to submit a conservation plan to include specific, quantified targets for water use savings to be achieved during periods of water shortage and drought. This Plan, adopted April 20, 2017, supersedes the WCID No. 17's Water Conservation and Drought Contingency Plan which was approved by the District's Board of Directions in May of 2012.

In order to conserve and protect the integrity of the available water supply, with particular regard for domestic water use, sanitation, and fire protection, and to protect public health, welfare, and safety and minimize the adverse impacts of water shortage or other water supply emergency conditions, Travis County Water District No.17 has formulated these policies, regulations and restrictions on the delivery and consumption of water.

The policies presented in this plan are needed to efficiently manage the water available to the District for the benefit of all customers. Continued use of water in a manner not in compliance with this plan during times of water shortage or other emergency water

supply conditions is deemed to constitute a violation of a District ordinance which subjects the offender(s) to penalties as defined herein.

## B. DESCRIPTION OF THE PLANNING AREA AND UTILITY SYSTEM

### 1. The District

Water District No.17 is located west of the City of Austin in Travis County, Texas, and at creation, encompassed approximately 4,500 acres of land. Subsequent annexations, including the annexation of the 4,490-acre Steiner Ranch Defined Area in 1987, have increased the service area to approximately 15,000 acres. The service area is bisected by Ranch Road (RR) 620 and extends from the intersection of RR 620 and Farm to Market (FM) Road 2222 in the north to approximately one mile from the intersection of RR 620 and FM 71 in the south. Approximately 9,399 acres within the District, including all of the Steiner Ranch Defined Area, lie wholly within the extraterritorial jurisdiction of the City of Austin, Texas. The remaining acreage lies within the extraterritorial jurisdiction of the City of Lakeway and the Village of Bee Cave. (See District Map, Appendix B).

In the past 20 years, Travis County WCID No. 17 has grown from a small rural utility to a “large” system serving over 34,000 people. The explosive growth in western Travis County in the Lake Travis area has presented many challenges. The demography of the area has changed rapidly from a rural, summer home, lakeside recreation community to a more densely populated permanent residence area. The majority of homes being built are large, executive style residences with expansive lawns equipped with irrigation systems. Commercial growth has also been explosive in the RR 620 corridor and is continuing. In addition, several multifamily projects have been completed and more are planned. A regional Medical Center has now opened and will be followed by significant local development. Due to the rapid growth and change of the community, water use patterns have been altered. These changed patterns are reflected in the steady increase in water use per account, especially in the residential and landscape irrigation areas (see Historical Data, Appendix D).

### 2. Water System

Water District No. 17 obtains water from Lake Travis pursuant to a contract with the Lower Colorado River Authority (LCRA) extending to the year 2050, which authorizes withdrawal of up to 8,800 acre-feet per year, or an average of 7.85 million gallons per day. Water is treated using membrane microfiltration and disinfected with chloramines. The District operates two water treatment plants, Eck Lane, at 16 million gallons per day and Mansfield, at 6 million gallons per day. The District’s existing water treatment facilities are sufficient to treat approximately 22 million gallons per day. The District is currently serving approximately 11,600 accounts, and growth is estimated at 3-5 percent per year for the next several years. The remaining capacity in the water supply facilities

is available to all potential customers within the service area on a first come first served basis. The water system is served by 24-inch transmission mains located along RR 620. Fifteen water tank sites, with a combined capacity of over 9 million gallons provide storage and pressure is provided by nine 2,100-gallon per minute and four 2,550 gallon per minute high service pumps and six auxiliary pumping stations (See Appendix B). The District's water production and distribution system, sanitary sewer collection, and treatment and storm water systems have been designed and constructed in accordance with the criteria of various regulatory agencies including Travis County, City of Austin, and the TCEQ.

### 3. Wastewater Systems

Water District No.17 currently operates four wastewater treatment facilities; a 1.5 million gallon per day plant serving the Steiner Ranch area, a 1.0 million gallon per day serving the Flintrock Falls area and most of the southern part of the district, a 100,000 gallon per day facility serving the Comanche Trail area and a 50,000 gallon per day system serves the neighborhood of Commander's Point. Treated effluent from the Steiner and Flintrock plants is disposed of on two 18 hole golf courses and via drip irrigation on adjacent land tracts.

The wastewater system services approximately 6,900 customers with build-out projected at 8,500 customers.

## C. OVERALL PLAN GOALS

The plan has two components; the **Water Conservation Plan** and the **Drought Contingency Plan**. The **Water Conservation Plan** establishes general policy and defines overall goals as well as specific five-year and ten-year goals.

1. Conserve the overall water supply in Lake Travis.
2. Reduce peak demand - ensure that demand for water does not exceed the amount of treated water available.
3. Provide the public with information to encourage water conservation and decrease waste.
  - a. Ensure that conservation information and incentives are available for customers across demographic sectors and geographic areas.
  - b. Make every customer aware of how he or she uses water.
  - c. Communicate steps taken by the District to use water more efficiently.
  - d. Be active in local and national organizations which promote water efficiency and water research.
4. Decrease the average water usage per connection.
5. Limit unaccounted for water use to the greatest extent possible.

6. Provide for increased use of recycled and raw water.

The overall goal of the **Drought Contingency Plan** is to establish a set of procedures initiated by certain conditions to prevent loss of water supply to any customer during periods of high demand and/or low supply. To accomplish these goals, this plan will:

1. Establish trigger conditions.
2. Outline a management plan.
3. Specify public information and education policies.
4. State initial update and termination notice procedures.
5. State implementation and enforcement procedures.

#### D. COORDINATION WITH REGIONAL WATER PLANNING GROUP AND OTHER LOCAL ENTITIES

The service area of WCID No. 17 is located within state regional water planning area Region K. The District provides water information and copies of this plan to the Region K Board, the Texas Water Development Board (TWDB), the Texas Commission on Environmental Quality (TCEQ), and the Lower Colorado River Authority (LCRA). The District consults with and coordinates conservation and drought planning implementation with all local entities including Lakeway Municipal Utility District, Hurst Creek Municipal Utility District, West Travis County Public Utility Agency, and the cities of Bee Cave, Lakeway, Austin and Cedar Park.

Future conservation projects planned:

1. Water reuse project to extend service: \$2,000,000.
2. Replacement of substandard water lines: \$5,000,000.
3. Replacement of current AMR metering system with AMI metering system: \$8,000,000.

## II. WATER CONSERVATION PLAN

### A. PLAN ELEMENTS

The plan has eight elements, all of which are equal in importance and the implementation of which will be periodically reviewed to ensure progress is being made in each area:

#### 1. Education and Information

The single most effective means of educating the water consumer on the consequences of wasting water is providing relevant, timely information on the benefits of conservation and the means by which it can be accomplished. The District obtains excellent educational literature from the Texas Water Development Board (TWDB), LCRA, and the City of Austin, as well as from such sources as the TCEQ, Texas Municipal Utility Association, and the American Water Works Association. Literature is provided through billing envelopes. A wide variety is also available at all times at the District's office. Articles concerning conservation are published regularly in the local newspaper and in the District's newsletter, "The Waterline". Information on conservation and drought contingency stages is available on the Water District No.17 website ([wcid17.org](http://wcid17.org)). In addition, a direct mailing of conservation reminders is conducted annually. Examples of enclosures and brochures are included in Appendix I.

#### 2. Conservation Oriented Rate Structure

The District has always used an increasing block rate structure for all customers, however, in 2005, the District revised rates to encourage water conservation. The new rate structure does not include water in the base rate, so that customers with minimal usage do not pay for water they do not use. The revised rate structure has more blocks with the price increasing the most for residential customers using over 50,000 gallons per month. A rate structure for commercial and governmental entities has also been identified. The revised rate structure is included in Appendix G.

#### 3. Meter Repair and Replacement

Inaccurate metering is one possible cause for unaccounted for water, and since meter readings form the basis for data gathering on production, usage and sales, maintaining accurate meters is a high priority. District No.17 currently has approximately 11,600 metered accounts with the vast majority of accounts using 5/8" or 3/4" meters. While residential meters are made to last 15-20 years, they will be changed out every 15 years or less or approximately every two million gallons. Meters are read monthly, and every effort is made to identify malfunctions resulting in abnormally high or low readings.

Master meters are checked monthly and changed out every five years. Customer meters are also tested at their request. In 2009, the District installed electronic “radio read” meters throughout the District. The electronic meters are more accurate, faster to read, and have far less re-reads required. The software associated with these meters allows the operator to pull usage graphs back several months. These graphs are invaluable in showing customers what their usage is at any given day and/or time and are also used as a basis for all water audits.

#### 4. Periodic Review and Evaluation of Data

The District routinely monitors production rates and consumption as shown in Appendix D. This monitoring is not only used for billing purposes to calculate raw water purchase from LCRA, but also to satisfy TCEQ regulatory requirements to account for production quantities and individual customer usage on a monthly basis. The results of water meter readings are prepared and analyzed to determine trends of usage, water accountability, and production requirements both near term and future. From this information an evaluation of system operation is made and appropriate action is taken to correct system deficiencies if necessary. A water audit has also been developed by the District to be used as a conservation tool (Appendix H).

#### 5. Leak Detection, Prevention, and Repair

An important element in the operation of an efficient water system is the reduction of water loss. It is the goal of this program to keep the lost water figure under eight percent. In the past five years, WCID No. 17 has held fairly steady on unaccounted for water due to an aggressive program of fire hydrant repair and refurbishment, leak detection and repair, and master meter calibration and comparison. Unaccounted for water now averages approximately eleven percent (Appendix F). An accounting of the amount of water pumped from the plant versus the amount of water sold is kept on a monthly basis. Each major service main leaving the plant has a calibrated master meter which is carefully monitored. A significant increase in water loss or losses greater than 15 percent will trigger an investigation for the cause. Leaks are detected by visual inspection or through the use of standard leak detection equipment when necessary. In cases where substandard water systems have been taken over for operation by the District, leak maps are maintained to identify problem water lines and prioritize these for repair. Substandard water systems are submetered and lost water is individually calculated and tracked for these systems. The District also monitors at least a quarter of the distribution system annually for leaks using advanced leak detection technology.

Measures to proactively reduce water loss will be considered as feasible including measures to reduce water lost within the water treatment process as well as strategies to reduce line flushing and identify / repair water line leaks quickly.

## 6. Pressure Control

Located in the Hill Country west of Austin, District No.17 has numerous significant elevation differences between storage facilities and customers around Lake Travis. These pressure differentials can result in very high pressure in some areas; and pressures exceeding 150 psi can occur in the distribution system. This high pressure may cause a small opening in a main to leak a large amount of water in a short time. The District uses in-line pressure reducing valves (PRVs) to isolate key areas of the District and eliminate high line pressure in those areas. PRVs are routinely checked for proper operation and immediately repaired if malfunctioning. In addition, the District requires that all customers install individual pressure regulating valves to back up the large reducers and to reduce the in home pressure to less than 80 psi.

## 7. Recycling and Reuse

Water District No.17 supports and encourages water recycling and reuse to the greatest extent possible because these practices are good for the environment, help conserve water, lower irrigation costs for customers, and extend the capacity of potable water treatment plants by reducing demand. Several projects have been implemented which will maximize the District's ability to recycle wastewater effluent and use untreated water for landscaping purposes.

### **Description of Water Reuse Program and Conservation Practices**

Water District 17's reuse program is the largest in the Lake Travis area. It encompasses reuse not only for recycled effluent permitted through the wastewater treatment plants and used to irrigate golf courses, but also extensive landscaping and tree irrigation on medians and rights-of-way as well as common areas for homeowners associations.

District 17 has obtained a Chapter 210 Reclaimed Water Authorization permit for the entire area of the District. This permit allows for many opportunities to make use of recycled water wherever possible. The District operates four wastewater treatment plants, and each one has an associated reuse system. The Steiner Ranch plant can process up to (1.5 million gal/day) one-million, five-hundred thousand gallons per day and is now processing about (900,500 gal/day) nine-hundred thousand, five hundred gallons per day. Water from this plant is used to irrigate the University of Texas Golf Course; landscaping along Quinlan Park Boulevard and some of the Steiner Ranch Boulevard as well as common areas of the Steiner Ranch Master Association and Steiner Ranch Community Associations. The Steiner Ranch system recycles approximately (360,000,000 gal/yr) three-hundred sixty million, gallons of water per year.

The Flintrock Falls wastewater treatment plant can process up to (1,000,000 gal/day) one million gallons per day and is now processing about (400,000

gal/day) four hundred thousand gallons per day. All water from this plant is used to irrigate the Flintrock Falls Golf Course, and eventually, the plant will provide almost (100%) one hundred percent of the needed water for the course. District 17 partners with neighboring Hurst Creek Municipal Utility District to share storage in one of the effluent ponds serving the course so that recycled water can be provided by either utility. Additionally, some of the landscaping in the Flintrock Falls common areas uses recycled water. The Flintrock Falls system recycles approximately (132,000,000gal/yr) one hundred thirty two million gallons per year.

The small Commander's Point wastewater treatment plant treats all of the water from the fifty homes in the Commander's Point neighborhood. Although this plant has a designated land area to irrigate, piping has recently been installed to allow direct irrigation of all Commander's Point Homeowners Association landscaping. This plant now reuses an additional (2,000,000 gal/yr) two million gallons per year.

Large homeowner association common areas now using recycled water from District 17 include:

- Arbolago Neighborhood (District 17 partners with Lakeway Municipal Utility District to allow District 17 water customers to use the closer Lakeway Municipal Utility District effluent for irrigation)
- Longhorn Village Retirement Center in Steiner Ranch
- Steiner Ranch Homeowner Association
- Steiner Ranch Master Association
- Villas at Commander's Point
- Villas at Flintrock Falls, Sections I and II (District 17 partners with Hurst Creek Municipal Utility District to allow District 17 water Customers to get recycled water from the closer utility)

District 17 has additional reuse plans for projects under construction. The largest of these will be the Lakeway Regional Medical Center parkland area estimated at 5.4 acres. Effluent lines are currently being installed which will eventually irrigate this land with recycled effluent.

In addition, a raw water line and pump station have been constructed at Steiner Ranch, which draws water from Lake Austin to supplement golf course needs and to be used for other landscape irrigation, if necessary. Using this system, the District will save approximately 150 million gallons of potable water per year.

The District has worked with Lake Travis ISD and Leander ISD, as the largest users of irrigation water, to explore alternative irrigation (raw or recycled water) or artificial turf options as a means to lower the school districts' water usage and water bills. Lake Travis ISD has four (4) campuses located in the Water District No.17 service area, and Leander also has four (4) campuses. Leander ISD has

now installed reuse irrigation at Steiner Ranch Elementary School campus and Lake Travis ISD has installed artificial turf at the main high school football field.

## 8. Standard Conservation Practices

WCID No. 17 also uses the following conservation practices:

### a. Control of Landscape Irrigation Practices

- 1) Mandating 2 day per week outdoor watering schedule year round for commercial and May to September for residential customers.
- 2) Requiring irrigation in off peak hours during the night and early morning when demand and evaporation rates are lower.
- 3) Encouraging landscape irrigation audits for high users using individual notification. Providing free audits to customers.
- 4) Adopting and enforcing an irrigation ordinance which enforces state laws, requires irrigators to submit plans for review and approval, and requires inspections of installation. Irrigators are required to provide a water budget for each homeowner.

### b. Other Water Saving Practices

- 1) Encouraging retrofit of existing fixtures to water saving types.
- 2) Adopting and enforcing the Uniform Plumbing Code which includes pertinent sections of state law restricting the use of non-water saving fixtures in new construction. The District uses the plumbing code to regulate and conduct plumbing inspections on all residential and commercial installations.
- 3) Recommending water wise and alternative landscaping which uses less water.
- 4) Conducting indoor water audits for commercial accounts.
- 5) Participating in the most cost effective rebate and free equipment programs such as high efficiency toilet distribution, low flow showerhead distribution, and rain gauge distribution.
- 6) Sponsoring and participating in community conservation events.
- 7) Providing comparative information on water bills.
- 8) Contacting customers with usage spikes.

9) Encouraging rainwater harvesting and other alternative source systems.

10) Requiring regular irrigation audits for large commercial and multi-family properties.

## B. WATER SAVINGS GOALS

The District has reviewed and developed quantifiable five-year and ten-year targets for water savings as required by the TCEQ in Title 30, Chapter 288 of the TAC. The District will use 2016 as the baseline year with five-year goals to be achieved by 2021. The ten-year goals are to be achieved by 2026.

The key elements of these targets are reduction in water loss and conservation as measured by water usage per person per day. It should be noted that figures for the years of 2011 through part of 2016 are skewed due to the severe drought conditions during those years. Customers were under strict and severe water restrictions which brought per capita and peak usage down significantly. It is expected that although the District has returned to normal usage, some residual effect will keep usage low but it could rise slightly over the next two years.

### **GOAL #1**

Reduce real water losses in the distribution system by performance of proactive procedures to include improved response time and efficient leakage management.

#### **Five –Year Target (2021)**

To have unaccounted for water at nine percent annual average or less.

#### **Ten –Year Target (2026)**

To reduce unaccounted for water at eight percent annual average or less.

### **GOAL #2**

Promote individual and residential water conservation to decrease residential per capita, and per living unit equivalent (LUE), and commercial per account potable water usage of water to the following levels:

#### **Five –Year Target (2021)**

##### **Residential**

Present four-year average equals  
155 gallons/day/capita

Target: Reduce four year average to

148 gallons/day/capita

Commercial

Present four-year average equals  
1,427 gallons/day/account

Target: Reduce four-year average to  
1,356 gallons/day/account

Ten –Year Target (2026)

Residential

Target: Reduce four-year average to  
140 gallons/day/capita

Commercial

Target: Reduce four-year average to  
1,280 gallons/day/account

**GOAL #3**

Decrease the amount of potable water used for irrigation of athletic fields by encouraging the use of artificial turf, wells, or recycled water.

Five –Year Target (2021)

Reduce amount by 8%

Ten –Year Target (2026)

Reduce amount by 12%

**GOAL #4**

Increase the volume of recycled water used for beneficial reuse purposes. (Present use equals 327 million gallons / year.)

Five-Year Target (2021)

Use 420 million gallons / year

Ten-Year Target (2026)

Use 450 million gallons / year

**GOAL #5**

Reduce total peak month use per LUE by ten percent.

Current 4-Year average equals 15,855 gallons / month / LUE, however, this figure includes drought years 2013, 2014 and 2015. Previous average was 20,100 gallons / month / LUE.

**Five-Year Target (2021)**

18,200 gallons / month / LUE peak month

**Ten-Year Target (2026)**

16,500 gallons / month / LUE peak month

**C. BEST MANAGEMENT PRACTICES**

After review of the Districts water usage patterns and annual consumption, the following Best Management Practices (BMP's) have been identified by WCID No. 17 to help conserve water. Goals for these BMP's have set five-year and ten-year targets as listed below. These goals and BMP's have been set up in accordance with the guidelines of TWDB.

**BMP #1**

Continue to refine customer awareness of usage. Continue the conservation oriented incremental block rate structure to discourage the inefficient use or waste of water.

**Near – Term**

- 1) WCID 17 has installed billing software that allows customers to compare water use on their bill with average water use and show their individual water use for the last 12 months. We will continue to enhance and refine this software.
- 2) WCID 17 has installed meters capable of storing usage data by hour and day and generating graphs. Graphs can be emailed to customers to show usage and leak patterns and can also be used to troubleshoot systems.
- 3) Offer water audits at no charge to commercial customers.

**Long – Term**

- 1) Update and review rate structure and adjust billing software as needed.
- 2) Install software to allow customers to view bills plus usage online.
- 3) Install software to allow central reading of meters and instantaneous interactive viewing of usage by customers.

- 4) Install software which automatically e-mails customers when a certain water volume has been used.

## **BMP #2**

Enforce measures that prohibit specific wasteful activities related to landscape irrigation.

### Near – Term

Continue to enforce and review irrigation ordinance. Perform irrigation audits for customers as requested.

### Long – Term

Continue implementation and outreach programs to educate customers on and gain support from cities, landscapers, developers and builders to institute water saving landscape regulations.

## **BMP #3**

Continue to review water usage by businesses and schools and encourage programs which promote water conservation such as indoor water audits, development of wells, and installation of artificial turf.

### Near – Term

- 1) Conduct complete indoor water use audits of all schools and large businesses such as hotels.
- 2) Encourage business and schools to implement audit recommendations as budgets allow.
- 3) Encourage school districts to convert to artificial turf for athletic fields or use recycled water.
- 4) Encourage businesses to xeriscape and reduce irrigation as much as possible.

## **BMP #4**

Encourage water wise landscape design.

### Near – Term

- 1) Provide builders and commercial developers with information packets about water wise landscaping.
- 2) Offer workshops at the District for irrigators.

### Long – Term

Develop awards programs to motivate community acceptance and conversion to low water use landscapes.

**BMP #5**

Develop outreach programs which can help to promote water conservation in the community.

Near – Term

- 1) Continue to provide builders with information packets which advise water conservation within the home and landscape.
- 2) Identify speakers who would be available to talk with community organizations on water conservation.
- 3) Expand the District's web site to include links to water conservation sites.
- 4) Send out outdoor conservation information pamphlets annually.

Long – Term

- 1) Set-up awards programs to promote water conservation by residential customers.
- 2) Continue to update customer packets and web site.

**D. CONSERVATION PLAN IMPLEMENTATION**

The Board of Directors of WCID No. 17 will adopt this Plan through formal resolution (Appendix A) and implement it through direction to the general manager who is designated as the Conservation and Drought Contingency Coordinator, staff and consultants. Enforcement will be provided by temporary discontinuation of service to those persons not in compliance and fines as listed in the District rates list.

The District will require through contractual arrangements, that any other political subdivision or utility obtaining water from the District adopt a conservation plan approved by the TCEQ equal to or more restrictive than this plan.

**E. ANNUAL REPORTING AND REVIEW**

An annual report describing the implementation, status, and effectiveness of the water conservation plan will be submitted as required to the Texas Water Development Board. The general manager and the district engineer will review this plan annually, and make recommendations to the Board of Directors on any updates or amendments which may be required.

### III. DROUGHT CONTINGENCY PLAN

#### A. DECLARATION OF POLICY, PURPOSE, AND INTENT

In order to conserve the available water supply and protect the integrity of water supply facilities, with particular regard for domestic water use, sanitation and fire protection, and to protect and preserve public health, welfare and safety, and minimize the adverse impacts of water supply shortage or other water supply emergency conditions, the WCID No. 17 hereby adopts the following regulations and restrictions on the delivery and consumption of water.

Water uses regulated or prohibited under this Drought Contingency Plan (the Plan) are considered to be non-essential and continuation of such uses during times of water shortage or other emergency water supply condition are deemed to constitute a waste of water which subjects the offender(s) to penalties as defined in this Plan.

#### B. PUBLIC INVOLVEMENT

Opportunity for the public to provide input into the preparation of the Plan was provided by WCID No. 17 by means of scheduling and providing public notice of a public meeting to accept input on the plan.

#### C. PUBLIC EDUCATION

Water District No.17 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. This information will be provided by means of utility bill inserts, public notices, newsletters, and on the website at [www.wcid17.org](http://www.wcid17.org).

The single most effective means of educating the water consumer on the consequences of wasteful water usage is by informing the customer of the consequences of improper water usage and detailing the necessary means of curtailing such usage. An excellent source of educational literature is available through the TWDB in Appendix I. Because the majority of the District is located in the ETJ of the City of Austin, and because LCRA provides raw water to the District, both LCRA and the City of Austin have made available extensive programs of publications, information, and public relations efforts to promote water conservation. The District works effectively with these adjacent regulatory agencies in the distribution of beneficial water usage information.

##### 1. Continuing programs will consist of five activities:

- a. A fact sheet explaining the Plan will be developed and posted on the District website.

- b. An article correlated with a fact sheet on the plan will be published in local newspapers.
  - c. New customers will be provided with “Homeowner’s Guide to Water Use and Water Conservation” and specific information about drought stages.
  - d. A newspaper article will advise water customers that the Homeowner’s Guide is available through the District.
  - e. Conservation brochures and information articles will be mailed to district customers at least once a year, and more often during dry conditions.
2. Long–Term programs will consist of several activities each year:
- a. A brochure emphasizing new or innovative means for conserving water will be distributed to customers by mail.
  - b. A newspaper article will target one particular household, water using utility, or item and method for conserving water (dishwasher, shower, toilet, laundry).
  - c. A brochure relating to outside household use, car washing, lawn watering, time of day, water practices correlated to weather predications.
  - d. A newspaper article correlated to conservation and seasonal outdoor water use will be published.
  - e. Distribution of Homeowner’s Guide to customers will continue.
  - f. New customers will be advised of Conservation Programs and provided with a copy of Homeowner’s Guide.
  - g. An information packet on water-wise landscaping will be given to home builders.

The District will make resource materials available from the TWDB and other agencies or organizations that develop pertinent information or data.

#### D. AUTHORIZATION

The District’s general manager or staff designee is hereby authorized and directed to implement the applicable provisions of this Plan upon determination that such implementation is necessary to protect public health, safety, and welfare. The general manager shall have the authority to initiate or terminate drought stages or other water supply emergency response measures as described in this Plan.

#### E. APPLICATION

The provisions of this Plan shall apply to all persons, customers, and property utilizing water provided by WCID No. 17. The terms "person" and "customer" as used in this Plan include individuals, corporations, partnerships, associations, and all other legal entities.

## F. DEFINITIONS

For the purposes of this Plan, the following definitions shall apply:

Aesthetic water use: Water use for ornamental or decorative purposes such as fountains, reflecting pools, and water gardens.

Automated irrigation: Irrigation by means of a system controlled by a timer or other remote controller.

Bubblers: Irrigation heads that produce very low pressure, large volume of output, usually from a single small tube which flood the soil area surrounding the bubbler head.

Commercial and institutional water use: Water use, which is integral to the operations of commercial and non-profit establishments, governmental entities, schools, hospitals, retail establishments, hotels and motels, restaurants and office buildings.

Conservation: Those practices, techniques, and technologies that reduce the consumption of water, reduce the loss or waste of water, improve the efficiency in the use of water or increase the recycling and reuse of water.

Customer: Any person, company, or organization using water supplied by Water District No.17.

Domestic water use: Water use for personal needs or for household or sanitary purposes such as drinking, bathing, heating, cooking, sanitation, or for cleaning a residence, business, industry, or institution.

Drip irrigation: A typically fixed irrigation method which allows water to drip slowly directly at the plant either on the soil surface or at the root zone through a network of small piping or tubing and emitters or micro spray heads.

DWDOR: Drought worse than the drought of record. Conditions worse than the worst drought on record.

Hardscape: Impermeable areas including patios, decks and paths, driveways and sidewalks.

Hose end sprinkler: Garden hose equipped with a removable portable sprinkler which is moved from place to place by hand and turned on and off by hand.

Industrial water use: The use of water in processes designed to convert materials of lower value into forms having greater usability and value.

Landscape irrigation: Water used for the irrigation and maintenance of landscaped areas, whether publicly or privately owned, including residential and commercial lawns, gardens, golf courses, parks, and rights-of-way and medians.

Non-essential water use: Water uses that are not essential or required for the protection of public, health, safety, and welfare, including:

- a. Irrigation of landscaped areas, including parks, athletic fields, and golf courses, except as otherwise provided under this Plan;
- b. Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle;
- c. Use of water to wash down any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas or to perform dust control;
- d. Use of water to wash down buildings or structures for purposes other than immediate fire protection;
- e. Flushing gutters or permitting water to run or accumulate in any gutter or street;
- f. Use of water to fill, refill, or add to any indoor or outdoor swimming pools or Jacuzzi-type pools;
- g. Use of water in a fountain or pond for aesthetic purposes except where necessary to support aquatic life;
- h. Failure to repair a controllable leak(s) within a reasonable period after having been given notice;
- i. Use of water from hydrants for construction purposes or any other purposes other than fire fighting or flushing;
- j. Use of water for hydro-mulching or chemical lawn treatment.

Overhead irrigation: An irrigation method that delivers water to the landscape in a spray or stream-like manner from above-ground irrigation nozzles with output expressed in gallons per minute (includes micro-misters.)

Overspray: Water that would be delivered by irrigation nozzles beyond the targeted landscape area during windless conditions onto any adjacent hardscapes or other non-landscaped areas during an irrigation cycle.

Residential Use: Single or multifamily residential water use including homeowner associations, home and irrigation use.

Runoff: Irrigation water that is not absorbed by the soil or landscape area to which it is applied and which flows onto other areas.

Soaker hose: A garden hose with small holes in it used for delivering low pressure water to soak plant beds. A porous rubber hose which allows water to weep slowly into the soil watering deeply. These systems can be fixed or moveable.

Water waste: Water waste at any time will be considered a violation of this ordinance punishable by applicable fines. Water waste is defined as:

- a. Overspray irrigation causing water to run down the street into the storm drains;
- b. Failure to repair a controllable leak within a reasonable amount of time after discovering it or being given notice;
- c. Allowing an unattended hose to run without a shutoff nozzle; or
- d. Violation of any water conservation measure currently in force.

#### G. CRITERIA FOR INITIATION AND TERMINATION OF DROUGHT RESPONSE STAGES

The District's general manager, as the Water Conservation and Drought Contingency Coordinator, shall monitor water supply and/or demand conditions on a daily basis and shall determine when conditions warrant initiation or termination of each stage of the Plan, and determine when the specified "triggers" are reached. A summary has been developed for customers to reference (Appendix L).

In addition, based on water supply and water demand information, The District may order that the appropriate Stage of Water Conservation be implemented or terminated in accordance with the applicable provisions of the LCRA Drought Contingency Plan. Termination of a particular Stage shall be accomplished by a Written Notice to advance to a subsequent Stage or withdraw to a previous Stage. Advancement or withdrawal to any Water conservation Stage shall not be limited to any particular order of Stages, but shall be based on the current water supply shortage and drought conditions and the target water conservation goal applicable to that situation.

The triggering criteria described below are based on a statistical analysis of the vulnerability of the water source under drought of record conditions, and are also based on current WCID No. 17 system water treatment capacity limits.

**NORMAL CONSERVATION CONDITIONS (neither less severe drought nor extraordinary drought conditions in effect) at All Times Regardless of Demand**

Commercial and Multi-family customers shall adhere to a mandatory 2 day per week outdoor watering schedule throughout the year. (Residential customers including single family, duplexes, triplexes and fourplexes shall adhere to a mandatory two (2) day per week outdoor watering schedule from May 1<sup>st</sup> to September 31<sup>st</sup>.) Hotels and motels shall be required to offer their customers the option of reusing linens and towels. Further restrictions on water use shall be imposed depending on the water demand as defined by the stages below. Any single condition for a stage will trigger actions for that stage.

**STAGE 1 Triggers – MODERATE Water Demand Conditions**

Customers shall be required to comply with the requirements and restrictions of Stage 1 when:

1. Mandatory May 1 through September 30<sup>th</sup>, annually;
2. Average daily water consumption reaches 90% of production capacity for one week;
3. Daily water consumption has existed at 90% of production capacity for three consecutive days;
4. When the drought contingency measures of the LCRA Water Management Plan triggers less severe drought stage restrictions for LCRA firm water customers: the combined storage in lakes Travis and Buchanan drops below 1.4 million acre feet, the Lake Travis level drops below approximately 652 feet, or inflows of the previous three (3) months average falls below the 33<sup>rd</sup> percentile of inflows for that period.

Requirements for Termination (Stage 1)

If Stage 1 is implemented under conditions #2 or #3 then the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of seven consecutive days. If implemented under conditions #1, #4 or #5, Stage 1 may be terminated when those conditions no longer exist.

## **STAGE 2 Triggers - ELEVATED Water Demand Conditions**

Customers shall be required to comply with the requirements and restrictions of **Stage 2** when:

1. Daily water consumption reaches 95% of rated production capacity for two consecutive days;
2. Extremely hot weather conditions or water system delivery limitations will exist for five consecutive days or more;
3. Equipment such as non redundant storage tanks or pumps must be taken out of service for more than one day;
4. Part or all of the distribution system is disabled or compromised by damage from accident or weather but can be restored within five days;
5. Storage capacity does not return to normal levels within a 24 hour period;
6. The drought contingency measures of the LCRA Water Management Plan trigger the extreme drought conditions; or
7. The combined storage in lakes Travis and Buchanan drop below 900,000 acre feet or the Lake Travis level drops to 636 feet, or downstream irrigators stored water supplies are cut off.

### Requirements for Termination (Stage 2)

Stage 2 may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of five consecutive days, or until the system has returned to normal operational levels following restoration of the distribution system or equipment after repairs or maintenance. Upon termination of Stage 2, Stage 1 becomes operative unless otherwise directed.

## **STAGE 3 Triggers – SEVERE Water Demand Conditions**

Customers shall be required to comply with the requirements and restrictions of **Stage 3** when:

1. Any of the Stage 2 triggers are in effect; and
2. The combined storage in lakes Travis and Buchanan drops below 750,000 acre feet or the Lake Travis level drops to 629 feet.

### Requirements for Termination (Stage 3)

Stage 3 may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of five consecutive days, or until the system has returned to normal operational levels following restoration of the distribution system or equipment after repairs or maintenance. Upon termination of Stage 3, Stage 2 becomes operative unless otherwise directed.

#### **STAGE 4 Triggers – CRITICAL Water Demand Conditions**

Customers shall be required to comply with the requirements and restrictions of Stage 4 when:

1. Daily water consumption reaches 110% of treatment capacity;
2. Daily water consumption will not allow storage levels to be maintained;
3. System demand exceeds available high service pump capacity;
4. The drought contingency measures of the LCRA Water Management Plan trigger the requirement that municipal firm water customers implement mandatory Stage 3 water restrictions; or
5. The combined storage in lakes Travis and Buchanan drops below 600,000 acre feet or the Lake Travis level drops to 620 feet or DWDOR is declared.

#### Requirements for Termination (Stage 4)

Stage 4 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of five consecutive days. Upon termination of Stage 4, Stage 3 becomes operative unless otherwise directed.

#### **STAGE 5 TRIGGERS – EMERGENCY Water Demand Condition**

Customers shall be required to comply with the requirements and restrictions of Stage 4 when:

1. Major line breaks or pump or system failure, which causes severe loss of capability to provide water service;
2. Water system or source is contaminated either accidentally or intentionally. Severe emergency conditions will be declared immediately upon detection;
3. Exceptional drought conditions or water supply limitations exist such that the Lake Travis level limits pumping capacity; or
4. The combined storage in lakes Travis and Buchanan drops below 400,000 acre feet or the Lake Travis level drops to 610 feet.

### Requirements for Termination (Stage 5)

Stage 5 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of five consecutive days, or until the system has returned to normal operational levels following restoration of the distribution system or equipment after repairs or maintenance. Upon termination of Stage 5, Stage 4 becomes operative unless otherwise directed.

## **STAGE 6 TRIGGERS – WATER ALLOCATION**

Customers shall be required to comply with the water allocation plan prescribed and comply with the requirements and restrictions for Stage 6 when:

1. Failure of a major component of the system would cause an immediate health or safety hazard;
2. Major water line breaks, or pump or system failures occur, which cause unprecedented loss of capability to provide water service; or
3. Natural or man-made contamination of the water supply source(s).

### Requirements for Termination (Stage 6)

Water allocation may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of three consecutive days.

## **H. ACTIONS REQUIRED FOR DROUGHT RESPONSE STAGES**

The District's general manager, or his/her designee, shall monitor water supply and/or demand conditions on a daily basis and, in accordance with the triggering criteria set forth in this Plan, shall determine that a moderate, elevated, severe, emergency or water allocation stage exists and shall implement the following notification procedures:

### **Notification of the Public**

The District's general manager or his/her designee shall notify the public by means of the following methods as appropriate to each condition:

1. Publication in a newspaper of general circulation;
2. Direct mail to each customer, notes placed in billing envelopes;
3. Public service announcements on television or radio, or through signs posted in public places throughout the District;

4. Notification through the use of telephone networks to neighborhood associations and other public entities; or
5. Posting on the WCID No. 17 website ([www.wcid17.org](http://www.wcid17.org)).

The District's general manager or his/her designee shall notify directly, or cause to be notified directly, the following individuals and entities as required:

1. Members of the Board of Directors.
2. Fire Chief and/or County Emergency Management Coordinator(s).
3. State Disaster District/Department of Public Safety.
4. TCEQ (required when mandatory restrictions are imposed).
5. Major water users.
6. Critical water users, (i.e., hospitals).
7. Parks / street superintendents & public facilities managers.

## **STAGE 1 - MODERATE Water Demand Conditions**

**Goal:** Achieve a 10 percent reduction in daily water demand

**Action:** Water Use Restrictions

1. Residential customers including duplexes, triplexes and fourplexes shall adhere to a mandatory two (2) day per week outdoor watering schedule from May 1<sup>st</sup> to September 31<sup>st</sup>. (Commercial and Multi-family customers shall adhere to a mandatory two (2) day per week outdoor watering schedule throughout the year.) A landscaped area may only be watered by one method per scheduled day; e.g., customers that utilize automated systems may not water the same landscape again using hose end sprinklers. If additional watering is required, it must be done using a hand held hose.
2. Landscapes may be irrigated only between the hours of 12:01 a.m. and 10:00 a.m. and 7:00 p.m. to 11:59 p.m. on designated watering days.
3. Watering by hand held hose, bubblers, drip irrigation, soaker hose or watering cans of 5 gallons or less may be done on any day, any time.
4. No other water uses are restricted under this Stage.

5. All variances may be granted under this Stage.

## **STAGE 2 - ELEVATED Water Demand Conditions**

**Goal:** Achieve a 20 percent reduction in daily water demand

**Action by** WCID No.17:

1. Reduce or discontinue flushing of water mains.
2. Reduce or discontinue irrigation of public landscaped areas; use of reclaimed water for non-potable purposes will be allowed.
3. Notify customers by mail with suggestions for ways to reduce usage.
4. Monitor and report excessive usage.
5. Issue warnings and fines as necessary.
6. Ensure all production equipment is operating at maximum capacity.
7. Activate interconnects and purchase water from neighboring utilities if necessary and available.

## **STAGE 2 Action: Water Use Restrictions**

1. All customers shall adhere to a mandatory two (2) day per week outdoor watering schedule with modified hours.
2. Automated irrigation systems may only be operated from the hours of 12:01 a.m. to 10:00 a.m. on designated watering days. (10 hours per day, 20 hours per week.)
3. Hose end sprinkler users are restricted to 10 hours on their watering day between the hours of 12:01 a.m. to 10:00 a.m. and 7:00 p.m. to 11:59 p.m.
4. Watering by hand held hose, bubblers, drip irrigation, soaker hose or watering cans of 5 gallons or less may be done on all days, however, no watering may be done between the hours of 10:00 a.m. to 7:00 p.m.
5. Restaurants may serve water to customers only upon request.
6. No other water uses are restricted under this Stage.
7. All variances may be granted under this Stage except those for climate driven irrigation controllers.

## **STAGE 3 – SEVERE Water Demand Conditions**

**Goal:** Achieve a 25 percent reduction in daily water demand

**Action by** WCID No. 17:

1. Reduce or discontinue flushing of water mains.
2. Reduce or discontinue irrigation of public landscaped areas; use of reclaimed water for non-potable purposes will be allowed.
3. Notify customers by mail with suggestions for ways to reduce usage.
4. Monitor and report excessive usage.
5. Issue warnings and fines as necessary.
6. Ensure all production equipment is operating at maximum capacity.
7. Activate interconnects and purchase water from neighboring utilities if necessary and available.

### **STAGE 3 Action: Water Use Restrictions**

1. All customers shall adhere to a one (1) day per week outdoor watering schedule.
1. Automated irrigation systems may only be operated between the hours of 12:01 a.m. and 10:00 a.m. on designated watering day. (10 hours per week only.)
3. Hose end sprinkler users are restricted to 10 hours on their watering day between the hours of 12:01 a.m. to 10:00 a.m. and 7:00 p.m. to 11:59 p.m.
4. Watering by hand held hose, bubblers, drip irrigation, soaker hose or watering cans of 5 gallons or less may be done on all days, however, no watering may be done between the hours of 10:00 a.m. to 7:00 p.m.
5. Restaurants may serve water to customers only upon request.
6. No bulk water hauling will be allowed out of the District except for municipal users with no other water source.
7. Cars and boats may only be washed once per week, any day any time with shutoff nozzle required.
8. Commercial fountains and water features must be shut off.

9. No other water uses are restricted under this Stage.
10. All variances may be granted under this Stage except those for climate driven irrigation controllers.

## **STAGE 2 & STAGE 3 EXEMPTIONS**

### **STAGE 2 & STAGE 3 restrictions do not apply to the following uses of water:**

1. The necessary use of water, other than for landscape irrigation, by a governmental entity in pursuit of its governmental functions for the benefit of the public, such as for capital improvement construction projects.
2. The necessary use of water, other than for landscape irrigation, for land development (such as roadway base preparation, flushing of utility lines, concrete and asphalt work) and for building construction processes.
2. The necessary use of water for repair of water distribution facilities, residential and commercial plumbing and permanently installed landscape irrigation systems.
3. Irrigation of landscaped areas using treated wastewater effluent (reclaimed water.)
4. Irrigation of plants in nursery businesses.
5. Irrigation of community vegetable gardens.
6. Irrigation of landscaped areas using well water or raw lake water.

## **STAGE 4 - CRITICAL Water Demand Conditions**

**Goal:** Achieve a 30-50 percent reduction in daily water demand

**Action by** WCID No. 17:

1. Discontinue flushing water mains unless absolutely necessary for public health.
2. Activate inter-connections and purchase water from neighboring utilities if necessary and available.

**Action: Water Use Restrictions**

1. All customers shall adhere to a one (1) day per week outdoor watering schedule.
2. Automated irrigation systems may only be operated between the hours of 12:01 a.m. and 6:00 a.m. on designated watering day. (6 hours per week only.)

3. Hose end sprinkler users are restricted to watering 6 hours on their designated day between the hours of 6:00 a.m. to 10:00 a.m., and 7:00 p.m. to 9:00 p.m.
4. Watering by hand held hose, bubblers, drip irrigation, soaker hose or watering cans of 5 gallons or less may be done on all days, however, no watering may be done between the hours of 10:00 a.m. to 7:00 p.m.
5. Restaurants may serve water to customers only upon request.
6. No bulk water hauling will be allowed out of the District except for municipal users with no other water source.
7. The use of water for construction purposes or dust control from designated fire hydrants under special permit will be discontinued. Reclaimed or raw water, if available, may be used.
7. The use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle not occurring on the premises of a commercial car wash and commercial service stations and not in the immediate interest of public health, safety, and welfare is prohibited.
8. Operation of any ornamental fountain or pond for aesthetic purposes is prohibited except where necessary to support aquatic life or where these features use reclaimed water.
- 9.No new pool permits or irrigation permits will be issued.
- 10.No hydro-mulching or watering of chemical lawn treatments is allowed.
- 11.No new variances will be granted for any reason.

## **STAGE 5 - EMERGENCY Water Demand Conditions**

### **Action: Water Use Restrictions**

1. ALL outdoor and other non-essential water use is prohibited.
2. NO variances will be granted. Variances in effect are cancelled.
3. Commercial car washes must cease operation.

## **STAGE 6 – WATER ALLOCATION**

In the event that water shortage conditions threaten public health, safety, and welfare, the District's general manager is hereby authorized to allocate water according to the following allocation plan:

**Single – Family Residential Customers (Stage 6)**

The allocation to residential water customers residing in a single-family dwelling shall be as follows:

<b><u>PERSONS PER HOUSEHOLD</u></b>	<b><u>GALLONS PER MONTH</u></b>
1 or 2	6,000
3 or 4	7,000
5 or 6	8,000
7 or 8	9,000
9 or 10	10,000
11 or more	12,000

“Household” means the residential premises served by the customer’s meter. “Persons per Household” includes only those persons currently physically residing at the premises and expected to reside there for the entire billing period. It shall be assumed that a particular customer’s household is comprised of two persons unless the customer notifies the District of a greater number of persons per household on a form prescribed by the general manager. The general manager shall give his/her best effort to see that such forms are mailed, otherwise provided, or made available to every residential customer. If, however, a customer does not receive such a form, it shall be the customer’s responsibility to go to the District office to complete and sign the form claiming more than two persons per household. New customers may claim more persons per household at the time of applying for water service on the form prescribed by the District. When the number of persons per household increases, so as to place the customer in a different allocation category, the customer may notify WCID No. 17 on such form and the change will be implemented in the next practicable billing period. If the number of persons in a household is reduced, the customer shall notify the District in writing within two days. In prescribing the method for claiming more than two persons per household, the District shall adopt methods to insure accuracy of the claim. Any person who knowingly, recklessly, or with criminal negligence falsely reports the number of persons in a household or fails to timely notify the District of a reduction in the number of person in a household shall be fined not less than \$100.00.

Residential water customers shall pay the following surcharges:

- 3% of base for the first 1,000 gallons over allocation.
- 5% of base for the second 1,000 gallons over allocation.
- 10% of base for the third 1,000 gallons over allocation.
- 25% of base for each additional 1,000 gallons over allocation.

Surcharges shall be cumulative.

**Master–Metered Multi-Family Residential Customers (Stage 6)**

The allocation to a customer billed from a master meter which jointly measures water to multiple permanent residential dwelling units (e.g., apartments, mobile homes) shall be allocated 6,000 gallons per month for each dwelling unit unless the customer notifies WCID No. 17 of a greater number on a form prescribed by the general manager. The District's general manager shall give his/her best effort to see that such forms are mailed, otherwise provided, or made available to every such customer. If, however, a customer does not receive such a form, it shall be the customer's responsibility to go to the District offices to complete and sign the form claiming more than two dwellings. A dwelling unit may be claimed under this provision whether it is occupied or not. New customers may claim more dwelling units at the time of applying for water service on the form prescribed by the District's general manager. If the number of dwelling units served by a master meter is reduced, the customer shall notify the WCID No. 17 in writing within two days. In prescribing the method for claiming more than two dwelling units, the general manager shall adopt methods to insure the accuracy of the claim. Any person who knowingly, recklessly, or with criminal negligence falsely reports the number of dwelling units served by a master meter or fails to timely notify WCID No. 17 of a reduction in the number of persons in a household shall be fined not less than \$250.00. Customers billed from a master meter under this provision shall pay the following monthly surcharges:

3% of base for 1,000 gallons over allocation up through 1,000 gallons for each dwelling unit.

5% of base thereafter, for each additional 1,000 gallons over allocation up through a second 1,000 gallons for each dwelling unit.

10% of base thereafter, for each additional 1,000 gallons over allocation up through a third 1,000 gallons for each dwelling unit.

25 % of base thereafter for each additional 1,000 gallons over allocation.

Surcharges shall be cumulative.

**Commercial Customers (Stage 6)**

A monthly water allocation shall be established by the District's general manager or his/her designee, for each non-residential commercial customer other than an industrial customer who uses water for processing purposes. The non-residential customer's allocation shall be approximately 75% of the customer's usage for corresponding month's billing period for the previous 12 months. If the customer's billing history is shorter than 12 months, the monthly average for the period for which there is a record shall be used for any monthly period for which no history exists. The District's general manager shall give his/her best effort to see that notice of each non-residential

customer's allocation is mailed to such customer. If, however, a customer does not receive such notice, it shall be the customer's responsibility to contact the Water District office to determine the allocation. Upon request of the customer or at the initiative of the general manager the allocation may be reduced or increased if, (1) the designated period does not accurately reflect the customer's normal water usage, (2) one nonresidential customer agrees to transfer part of its allocation to another nonresidential customer, or (3) other objective evidence demonstrates that the designated allocation is inaccurate under present conditions. A customer may appeal an allocation established hereunder to the general manager or alternatively, a special water allocation review committee. Non-residential commercial customers shall pay the following surcharges:

Customers whose allocation is 1,000 gallons through 10,000 gallons per month:

5% of base per thousand gallons for the first 1,000 gallons over allocation.

10% of base per thousand gallons for the second 1,000 gallons over allocation.

20% of base per thousand gallons for the third 1,000 gallons over allocation.

25 % of base per thousand gallons for each additional 1,000 gallons over allocation.

Customers whose allocation is greater than 10,000 gallons per month or more:

1.2 times the block rate for each 1,000 gallons in excess of the allocation up through 5 percent above allocation.

1.5 times the block rate for each 1,000 gallons from 5 percent though 10 percent above allocation.

1.8 times the block rate for each 1,000 gallons from 10 percent through 15 percent above allocation.

2.0 times the block rate for each 1,000 gallons more than 15 percent above allocation.

The surcharges shall be cumulative. As used herein, "block rate" means the charge to that customer per 1,000 gallons at the regular water rate schedule at the level of the customer's allocation.

### **Industrial Customers (Stage 6)**

A monthly water allocation shall be established by the District's general manager or his/her designee, for each industrial customer, which uses water for processing

purposes. The industrial customer's allocation shall be approximately 90% of the customer's water usage baseline. Ninety days after the initial imposition of the allocation for industrial customers, the industrial customer's allocation shall be further reduced to 85% of the customer's water usage baseline. The industrial customer's water use baseline will be computed on the average water use for the 12 month period ending prior to the date of implementation of Stage 2 of the Plan, if the industrial water customer's billing history exists. The general manager shall give his/her best effort to see that notice of each industrial customer's allocation is mailed to such customer. If, however, a customer does not receive such notice, it shall be the customer's responsibility to contact the District to determine the allocation, and the allocation shall be fully effective notwithstanding the lack of receipt of written notice. Upon request of the customer or at the initiative of the District's general manager, the allocation may be reduced or increased: (1) if the designated period does not accurately reflect the customer's normal water use because the customer had shutdown a major processing unit for repair or overhaul during the period, (2) the customer has added or is in the process of adding significant additional processing capacity, (3) the customer has shut down or significantly reduce the production of a major processing unit, (4) the customer has previously implemented significant permanent water conservation measures such that the ability to further reduce water use is limited, (5) the customer agrees to transfer part of its allocation to another industrial customer, or (6) if other objective evidence demonstrates that the designated allocation is inaccurate under present conditions. A customer may appeal an allocation established hereunder to the District's general manager or alternatively, a special water allocation review committee. Industrial customers shall pay the following surcharges:

Customers whose allocation is 1,000 gallons through 10,000 gallons per month:

5% of base per thousand for the first 1,000 gallons over allocation.

10% of base per thousand gallons for the second 1,000 gallons over allocation.

20% of base per thousand gallons for the third 1,000 gallons over allocation.

25% of base per thousand gallons for each additional 1,000 gallons over allocation.

Customers whose allocation is greater than 10,000 gallons per month or more:

1.2 times the block rate for each 1,000 gallons in excess of the allocation up through 5 percent above allocation.

1.5 times the block rate for each 1,000 gallons from 5 percent through 10 percent above allocation.

1.8 times the block rate for each 1,000 gallons from 10 percent through 15 percent above allocation.

- 2.0 times the block rate for each 1,000 gallons more than 15 percent above allocation.

The surcharges shall be cumulative. As used herein “block rate” means the charge to the customer per 1,000 gallons at the regular water rate schedule at the level of the customer’s allocation.

## I. VARIANCES

The District’s general manager may grant temporary variances for water uses otherwise prohibited under this Plan if it is determined that failure to grant such variance would cause a condition adversely affecting the health, sanitation, or fire protection for the public or if one or more of the following conditions are met:

1. Compliance with this Plan cannot be technically accomplished during the duration of the water supply shortage or other condition for which the Plan is in effect.
2. Alternative methods can be implemented which will achieve the same level of reduction in water use.
3. Special circumstances exist as indicated below:

### Residential / Commercial New Lawn / Landscaping

Customers may apply for a variance if they are installing a new landscape at the time of construction or a new home or commercial business. Where a home closing or permit is dependent on establishment of landscape, variances are for 30 days:

- 15 days - water every day;
- 15 days - water every other day;
- No watering between the hours of 10:00 a.m. and 7:00 p.m.; and
- Following the variance period, the property is expected to return to the watering schedule currently in effect.

### Large Properties / HOAs / Schools / Parks

Large landscaped areas which cannot to be watered in one day may be divided up into multiple days. A written schedule must be filed with the District detailing days, times and specific sections to be irrigated.

### Weather Based Irrigation Controllers

Customers with irrigation controllers connected to and controlled by instruments monitoring local weather may be granted a variance from watering days and

times during Stage 1 ONLY. Presence and function of the controller must be verified by District staff prior to a variance being granted.

### Special Circumstance Variances

Variances may be granted when compliance with the watering restrictions adversely affects health and safety, fire protection, herbicide / pesticide application, or substantially threatens an applicant's primary source of income. Please note the following policies for special Circumstance variances during watering restrictions:

#### Schedule Conflicts

Customers who are regularly required to work out of town on their scheduled watering day and must water by sprinkler hose may submit a statement attesting to the work conflict. These requests will be evaluated on a case-by-case basis. If the variance is approved, an alternate watering day will be assigned for the duration of restrictions. Variances for other problems will also be evaluated on a case-by-case basis.

Variances will not be granted for personal conflicts including religion, sports, vacation, or trash pickup days.

#### Health Variances

Customers with a medical condition that requires them to receive assistance with watering.

Persons requesting a variance from the provisions of this ordinance shall request the variance at the District office in person or by letter, by e-mail or phone within five days after the Plan or a particular drought response stage has been invoked. The District staff will make every effort to work with customers to establish a satisfactory solution to water use problems. All requests for variances shall be reviewed by the District's general manager or his/her designee, and shall include the following:

1. Name, address, contact phone and email of the petitioner(s) and address of the property affected.
2. Type of variance requested, or specific provision(s) of the Plan from which the petitioner is requesting relief.
3. Reason for variance request.
4. Description of the relief requested.
5. Period of time for which the variance is sought.

6. Alternative water use restrictions or other measures the petitioner is taking or proposes to take to meet the intent of this Plan if applicable.

After the expiration of a variance, the property is expected to return to the watering schedule currently in effect. No variance shall be retroactive or otherwise justify violations of this plan prior to the issuance of the variance.

## J. ENFORCEMENT

1. No person shall knowingly or intentionally allow the use of potable water from WCID No. 17 for residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner contrary to any provision of this Water Conservation and Drought Contingency Plan, or in an amount in excess of that permitted by the drought response stage in effect at the time pursuant to action taken by the general manager, or his/her designee.
2. Any person who violates this Plan is guilty of a misdemeanor and, shall be punished by a fine of not less than \$200.00, and not more than \$2000.00. The first offense will generate a warning; the second offense will warrant a \$200.00 fine, the third \$500.00, fourth \$1000.00, and the fifth \$2000.00. Each day that one or more of the provisions in this Plan is violated shall constitute a separate offense. If a person or entity commits two or more distinct violations of this Plan, the general manager shall, upon due notice to the customer, be authorized to discontinue water service to the premises where such violations occur. Services discontinued under such circumstances shall be restored only upon payment of a re-connection charge, and any other costs incurred by the District in discontinuing service. In addition, suitable assurance must be given to the District that the same violation shall not be repeated while the Plan is in effect. Compliance with this plan may also be sought through the assistance of the Travis County Sheriff's Office, or through the Travis County District Court.
3. Any person or entity in apparent control of the property where a violation occurs or originates shall be presumed to be the violator, but any such person shall have the right to show that he/she did not commit the violation.
4. Any employee of WCID No. 17, police officer, or other employee designated by the District's general manager, may issue a warning or fine citation to a person he/she reasonably believes to be in violation of this Ordinance.

## K. RECREATION / IRRIGATION WATER USE

Water District No. 17's General Manager will be responsible for the initiation and termination of drought response stages based on the triggering criteria set forth in this

Travis County WCID No. 17 Drought Contingency Plan for municipal, recreational, irrigation of common areas and golf course water use to include the UT Golf Club and the Flintrock Falls golf course. Water District No. 17 will also comply with or exceed the requirement of LCRA's Water Management Plan with regard to interruptible raw water supply for recreational uses.