



**MANDATORY WATER USE RESTRICTIONS
(Aqua Texas Stage 3)**

All Aqua Systems in the Hays Trinity Groundwater Conservation District for the Jacobs Well Groundwater Management Zone: Woodcreek Section 1 TX1050037 & Woodcreek Section 2 TX1050039 and Mountain Crest TX1050111

Dear Aqua Texas Customer:

April 20, 2022

Aqua Texas has been given notification that Stage 3 Drought has been declared by the Hays Trinity Groundwater Conservation District for the Jacobs Well Groundwater Management Zone. As a result of this declaration, Aqua Texas is required to implement water restrictions to reduce demand by 30%. We realize the challenge this can create in maintaining lawns and landscaping. Though we have the capacity to provide for normal usage, we are required by rule to implement these restrictions. More information can be found on the district’s web page at <http://haysgroundwater.com>, by calling the district at (512) 828-9253, or by email at Staff3@haysgroundwater.com. Aqua also encourages all customers to visit the Texas Water Development Boards (TWDB) website for water conservation and sustainability resources at www.twdb.texas.gov/conservation/resources/index.asp. TWDB also provides information on water smart landscape design, rain water harvesting and much more.

Mandatory Stage 3 water use restrictions are effective immediately. These restrictions provide you with an opportunity to water one day a week during specific early morning and late evening hours. Studies have shown that watering once a week is adequate to maintain your lawns and landscapes even in our hot Texas summers, though some turf grasses may yellow. Please only water if necessary. It is critical to adjust irrigation systems, so water is not wasted and remains in the area to be irrigated. Water shall not be allowed to spray or run on hard surfaces such as sidewalks, driveways, or streets.

The Stage 3 requirements and limitations are listed below and include once 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. If you have an automatic sprinkler system, please adjust the timer to meet the 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 designated watering day.

**ONCE WEEKLY WATERING SCHEDULE
(Applicable During Stages 3)**

House No. Ends In 2 or 9	House No. Ends In 1 or 5	House No. Ends In 6 or 7	House No. Ends In 0 or 3	House No. Ends In 4 or 8
Monday	Tuesday	Wednesday	Thursday	Friday

Required customer water use restrictions:

- Automatic Irrigation systems
Designated watering days – (Midnight to 4:00 a.m.) & (8:00 p.m. to Midnight).
- Hose end sprinklers
Designated watering days – (Midnight to 9:00 a.m.) & (7:00 p.m. to Midnight).
- Hand held hose are permitted for watering landscaped areas (not lawns)
Designated watering days – (7:00 a.m. to 9:00 a.m.) & (7:00 p.m. to 9:00 p.m.).
Please do not leave your hose unattended because that is a violation of Stage 3 restrictions.
- Soaker hoses may be used for Landscaped areas (not lawns) and foundations
Designated watering days – (7:00 a.m. to 9:00 a.m.) & (7:00 p.m. to 9:00 p.m.).

- No washing of cars, boats or other vehicles.
- Filling, or refilling of pools is not permitted. Topping off existing pools is allowed on designated watering days during designated hours for irrigation systems.
- No washing of driveways, sidewalks, or streets. Please use a broom or blower.

PENALTIES OR CONSEQUENCES FOR NOT FOLLOWING RESTRICTIONS

Enforcement

1. First violation:
Stage 3 - 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. 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. **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 more restrictive stages.**

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