



MANDATORY WATER USE RESTRICTIONS
(Aqua Texas Stage 3)

AQUA VISTA TX1330062
BEAR PAW TX1330126
CENTER POINT NORTH TX1330111
CENTER POINT TAYLOR TX1330010
CHERRY RIDGE TX1330147
CYPRESS SPRINGS TX1330156
ERLUND TX1330036
FOUR SEASONS TX1330113

GUADALUPE HEIGHTS TX1330009
HORSESHOE OAKS TX1330118
INGRAM TX1330011
LOMA VISTA TX1330041
NICKERSON FARMS TX1330097
NORTHWEST HILLS TX1330124
OAK FOREST SOUTH TX1330091
PARK PLACE TX1330127

PECAN VALLEY TX1330107
REAL OAKS TX1330139
ROYAL OAKS TX1330013
SADDLEWOOD TX1330155
SLEEPY HOLLOW TX1330101
WESTCREEK ESTATES TX1330028

Dear Aqua Texas Customer:

March 15, 2023

Drought conditions across the region persist and in accordance with the Headwaters Groundwater Conservation District’s mandatory restrictions, the Stage 3 restrictions will remain in effect until further notice. Drought conditions are not expected to improve in 2023 at this time. We realize the challenge this can create in maintaining lawns and landscaping, but Aqua Texas is required by rule to implement these restrictions. More information can be found on the district’s web page at <https://hgcd.org/helpful-links/drought-stage/>, by calling the district at (830) 896-4110, or by email at hgcd@hgcd.org.

Aqua Texas 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, rainwater harvesting and much more.

The continuation of the mandatory Stage 3 water use restrictions is effective immediately. These restrictions provide an opportunity to water **once** a week during specific morning and evening hours. Studies have shown that watering once a week is adequate to maintain lawns and landscapes even in our hot Texas summers. Grass may yellow but will return once precipitation increases.

Please note that watering with automatic irrigation systems or hose end sprinklers is only permissible on designated watering days. Aqua Texas asks that customers please adjust timers on automatic sprinkler systems to meet these requirements. There are also schedules for soaker hoses and handheld hoses, which will allow watering during morning and evening times when less water loss will occur through evaporation. Adjustments are critical so water is not wasted and remains in the areas to be irrigated. Watering days are shown in 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).
- Handheld hoses 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.).

- Soaker hoses - 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. Please keep pools covered when not in use.
- No washing of driveways, sidewalks, or streets. Please use a broom or blower.
- Use of fountains, waterfalls, or other aesthetic water features is **prohibited**.

PENALTIES OR CONSEQUENCES FOR NOT FOLLOWING RESTRICTIONS

Enforcement

1. First violation: If your lawn is lush and green, it will be apparent to all. We regret that restrictions must be so severe, but to meet the 30% reduction requirement we must continue to significantly limit usage

For any violation of the restrictions, you may receive a written warning by hanging tag or letter. The notice will provide the specific violation of required restrictions, reductions, or for excessive usage. A copy of the User Drought Contingency Plan will be provided upon request.

2. Subsequent violations:
 - a. If we choose to provide a written warning for the first violation, 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 end. 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 \$50.00 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.

Response Stages

After a reasonable timeframe, if the demand reduction fails to comply with restrictions required by the groundwater conservation district, select outdoor water use provisions may be modified or further restricted. A more restrictive Stage may be implemented as needed 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 above. 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 Lauren Savior, Compliance Specialist at (512) 990-4400 ext. 56112 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 daily.
- Use water displacement device in toilet tank.
- 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>.