



BS/EACD USER DROUGHT CONTINGENCY PLAN (UDCP)

for

Your Company/Facility Name Here

INTRODUCTION

This UDCP will enable _____ (*name of utility*) to manage its water system and water resources in a conscientious, fair, and appropriate manner during certain situations when water use reductions are necessary. It is not designed to punish, stigmatize, or criticize anyone about their usage of water. Its sole intent is to maintain an adequate supply of water during the various stages of drought conditions or other water supply emergencies, which may occur from time to time.

_____ (*name of utility*) believes that significant reductions in water usage can be achieved through drought triggered water use restrictions and voluntary efforts by end-users. Implementation of voluntary water conservation measures and conscientious water use practices are encouraged at all times; however, additional water use restrictions are required in cases of extreme drought, periods of abnormally high usage, system contamination, or extended reduction in ability to supply water due to equipment failure. During drought, these efforts, if sufficiently effective, may delay the depletion of spring flows at Barton Springs and aquifer water levels until sufficient recharge is available to replenish the Aquifer. Should drought conditions reach more severe levels, _____ (*name of utility*) has planned and is prepared to restrict or curtail certain types of usage.

SECTION 1 Declaration of Policy, Purpose, and Intent

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

I, _____ (*print name*), being the responsible official for _____ (*name of utility*), agree to comply with all the applicable District Rules and the measures of the enclosed User Drought Contingency Plan, and to officially adopt the enclosed plan through the appropriate vehicle (i.e. ordinance, TCEQ tariff amendment, policy amendment, etc.)

(Signature)

(Date)

SECTION 2 Public Involvement

Opportunity for the public to provide input into the preparation of the Plan was provided by:
(Check at least one of the following)

Scheduling and providing public notice of a public meeting to accept input on the Plan.

The meeting took place at: Date: _____ Time: _____ Location: _____

Mailed survey with summary of results (**attach survey and results**)

Bill insert inviting comment (**attach bill insert**)

Other method _____

SECTION 3 Public Education

The _____ (name of utility) 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. The utility will also provide to the District copies of all public education information provided to customers.

Drought plan information will be provided by: (check at least one of the following)

public meeting

press releases

utility bill inserts

other _____

SECTION 4 Coordination with Regional Water Planning Groups

The service area of the _____ (name of utility) is located within Regional Water Planning Group _____ (K or L). _____ (name of utility) has mailed a copy of this Plan to the RWPG.

SECTION 5 Notice Requirements

The District will notify permittees of the implementation or termination of each stage of the water restriction program. Permittees must then provide notice to each customer by a special mailing or hand delivery prior to implementation or termination of each stage of the water restriction program. Notice of the District declaration must be provided at least 72 hours prior to the start of water use restrictions. If notice is hand delivered, the utility cannot enforce the provisions of the plan for 24 hours after notice is provided. The written notice to customers will contain the following information:

1. the date restrictions will begin
2. the circumstances that triggered the restrictions
3. the stages of response and explanation of the restrictions to be implemented and
4. an explanation of the consequences for violations.

Prior to implementing a District-declared Drought Stage or Emergency Response Period, the utility must notify the TCEQ by telephone at (512)239-4691 or by electronic mail at watermon@tceq.state.tx.us and must notify in writing the District and the Public Drinking Water Section at MC - 155, P.O. Box 13087, Austin, Texas 78711-3087 within five (5) working days of implementation. This notification must include a copy of the utility's restriction notice. The utility must file a status report of its restriction program with the TCEQ at the initiation and termination of mandatory water use restrictions.

SECTION 6 Enforcement Procedure & Plan Adoption

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

Provide a check mark here to indicate compliance with all of the above requirements.

SECTION 7 Exemptions or Variances

The utility may grant any customer an exemption or variance from the UDCP for good cause **upon written request**. If such a request may cause a District permittee to violate the provisions of District Rule 3-7.7, a permittee may request a variance to this rule in accordance with District Rule 3-7.10. A customer who is refused an exemption or variance by a utility may appeal such action of the utility in writing to the TCEQ. The utility will treat all customers equally concerning exemptions and variances, and shall not discriminate in granting exemptions and variances. No exemption or variance shall be retroactive or otherwise justify any violation of this Plan occurring prior to the issuance of the variance.

SECTION 8 Drought Stage Triggers

Water Supply Contamination or System Outage: In the event of system supply contamination or system outage, the permittee shall implement the response measures of **Stage IV Exceptional Drought**.

Demand Based Triggers: *(check at least one and fill in the appropriate values)*

<u>Trigger</u>	<u>Stage II Alarm</u>	<u>Stage III Critical</u>	<u>Stage IV Exceptional</u>
<input type="checkbox"/> Percent of drinking water treatment capacity reaches: _____ %	_____ %	_____ %	_____ %
<input type="checkbox"/> Total daily demand as % of pumping capacity _____	_____ %	_____ %	_____ %
<input type="checkbox"/> Total daily demand as % of storage capacity _____	_____ %	_____ %	_____ %
<input type="checkbox"/> Pump hours per day _____	_____ hrs	_____ hrs	_____ hrs
<input type="checkbox"/> Production or distribution limitations			
<input type="checkbox"/> Other _____			

Supply Based Triggers: Upon notification of a Drought Stage declaration by the District, _____ *(name of utility)* will activate the respective response measures of its UDCP.

SECTION 9 Alternate Water Source:

Identify an alternate water source to be utilized directly by the utility to manage limited water supplies in the event of water supply contamination or system outage. The alternate supply shall be evidenced by documentation (contracts, affidavits, etc.) that demonstrates its availability when needed.

The alternate water source for *(name of utility)* is: _____

Documentation demonstrating the availability of the alternate supply source has been submitted to the District.

SECTION 10 Water Conservation Period and Drought Stage Responses:

_____ (*name of utility*) will perform the actions specified below and in the attached tables as an integral part of the UDCP.

No Drought Status – _____ (*name of utility*) will:

- implement the measures of the adopted User Conservation Plan (UCP) at all times;
- implement the applicable measures outlined in this plan during the Water Conservation Period;
- insure that each employee has received a copy of the UDCP (in Spanish if necessary) and have staff available to answer employee questions;
- interface with the District and provide timely information on water levels and water quality, and pumpage demands; and
- conduct a Leak Detection Survey and repair all identified leaks. End-users are required to notify the Public Water Supply of any known or observed leaks. This program will be an ongoing effort by the Public Water Supply.

Water Conservation Period and Drought Stage Responses

Stage I Water Conservation Period

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

Goal: Voluntary overall 10% monthly reduction.

User Recommended Actions:

Indoor

- Check for toilet and faucet leaks and repair any found leaks immediately.
- Use water displacement device in toilet tank or replace older model toilets with HET models when possible.
- Install aerators on faucets.
- While waiting for hot water to reach faucet, catch cold water in a container to be reused.
- Don't leave faucets running when not in use.
- Never use the toilet to dispose of trash.
- Only run dishwasher with full load.
- Keep drinking water in a container in the refrigerator.
- Reduce use of garbage disposal.
- Wash only full loads of laundry.
- Turn off master water shutoff when out of town or on vacation.
- Draw less water for bath or reduce shower time.
- Do not over water houseplants.

Outdoor

- Comply with 5-day schedule for lawn watering and always only before 10am and after 7pm.
- For Automatic Sprinkler systems:
 - check sprinkler heads regularly to prevent clogging
 - adjust to eliminate overspray and
 - adjust run times and frequency monthly to respond to water schedules and changing rainfall and temperature conditions.
- Use hand held hose, drip irrigation, or soaker hoses for trees, garden, non-turf areas and bedded plants.
- Avoid watering on windy days.
- Cut lawns on highest setting and leave lawn clippings on lawn instead of bagging.
- For hose-end sprinklers - use sprinkler timers to limit water duration.
- Use mulch to conserve soil moisture.
- Limit vehicle washing except when conducted with a bucket or hand-held hose with an automatic shutoff device during designated watering days and times (if possible, use a commercial car wash that recycles water).
- Wash vehicles over lawn areas where possible.
- Vehicle wash fundraisers should be conducted at a commercial vehicle wash facility using such facilities equipment.
- Keep pools covered when not in use.
- Limit pool filter backwashing to only when necessary.
- No washing of driveways, sidewalks, or streets.
- Utilize supplemental water sources where possible (e.g. purchased water, collected rainwater, etc.).
- Utilize water reuse where possible.

Utility Recommended Actions:

- Utility employees and system operators should regularly monitor the service area for occurrences of waste.
- Visually inspect lines and repair leaks on a regular basis.
- Place yard signs and/or posters in visible places within the service area to remind users of the "Water Conservation Period" (please use this terminology).
- Include historic water use and customer water use comparisons in customer billings.
- Include on each water bill a conspicuous reminder of "Water Conservation Period" (please use this terminology) and a link to the District's web site.

Penalties or Consequences:

- Notices for waste and/or for monthly consumption in excess of 35,000 gallons/connection.

Stage II Alarm Drought

Upon notification by the Barton Springs/ Edwards Aquifer Conservation District that the District has declared the aquifer to be in a Stage II Alarm Drought, the permittee will activate the **Stage II Alarm Drought** measures of its UDCP.

Requirement: Mandatory overall minimum 20% monthly reduction plus additional curtailments as directed by District Rules.

User/Utility Recommended Actions:

- Continued measures of User Conservation Plan and “Recommended Actions” of the Water Conservation Period.

User Mandatory Actions:

- Maximum allowable monthly consumption of the greater of 12,000 gallons/connection or 4,000 gallons/capita.
- Irrigation with hose-end sprinklers and automatic irrigation systems shall be permitted in accordance with a 5-day watering schedule and only before 10am and after 7pm
- Irrigation by means of soaker hoses or drip irrigation shall be permitted at any time on designated watering days.
- Irrigation by means of a hand-held hose with an automatic shutoff device or faucet-filled bucket or watering can of five (5) gallons or less shall be permitted on any day before 10am and after 7pm.
- Use of soaker hoses for foundation protection shall be limited to designated watering days.
- Vehicle washing shall be prohibited except when conducted with a bucket or hand-held hose with an automatic shutoff device during designated watering days and times (if possible, use a commercial car wash that recycles water).
- Filling or refilling of pools is prohibited. Topping off of existing pools for essential maintenance purposes is permitted only during designated watering days and times.
- Operation of any ornamental fountain or pond for aesthetic or scenic purposes is prohibited except where necessary to support aquatic life or where such fountains or ponds are equipped with a recirculation system.
- The following uses of water are defined as nonessential and are prohibited:
 1. wash down of any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
 2. use of water to wash down buildings or structures for purposes other than immediate fire protection;
 3. use of water for dust control;
 4. flushing gutters or permitting water to run or accumulate in any gutter or street;
 5. failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and
 6. any waste of water.

Utility Mandatory Actions:

- Utility employees and system operators shall regularly monitor the service area for occurrences of waste and UDCP violations.
- Conduct a monthly Leak Detection Survey and immediately repair all identified leaks in the system.
- Irrigation of common areas is prohibited except by hand-held hose, soaker hoses, or drip irrigation on a 5-day watering schedule with watering allowed only before 8am and after 8pm.
- Place yard signs and/or posters in visible places within the service area to remind users of the “Stage II Alarm Drought” (please use this terminology).
- Include historic water use and customer water use comparisons in customer billings.
- Include on each water bill a conspicuous reminder of “Stage II Alarm Drought” (please use this terminology) and a link to the District’s drought poster.
- Flushing is prohibited except for dead end mains and only between the hours of 9pm and 3am.

Penalties or Consequences:

- Warnings for 1st occurrence of waste, UDCP violations, excessive monthly consumption, or proscribed use (greater than 30,000 gallons/month).
- Assessment of surcharges and fines for continued waste, UDCP violations, excessive monthly consumption, or proscribed use (*if applicable*).
- Possible installation of flow restrictors on connections with continued waste, UDCP violations, excessive monthly consumption, or proscribed use.
- Possible service cutoff & reconnection fee on connections with continued waste, UDCP violations, or excessive consumption.

Stage III Critical Drought

Upon notification by the Barton Springs/ Edwards Aquifer Conservation District that the District has declared the aquifer to be in a Stage III Critical Drought, the permittee will activate the **Stage III Critical Drought** measures of its UDCP.

Requirement: Mandatory overall minimum 30% monthly reduction plus additional curtailments as directed by District Rules.

User/Utility Recommended Actions:

- Continued measures of User Conservation Plan and “Recommended Actions” of the Water Conservation Period.

User Mandatory Actions:

- Users shall continue compliance with the mandatory actions of Stage II Alarm Drought.
- Maximum allowable monthly consumption of the greater of 9,000 gallons/connection or 3,000 gallons/capita.
- Irrigation with hose-end sprinklers, automatic irrigation systems, soaker hoses, and drip irrigation is prohibited. Watering is permitted only by hand-held hose with an automatic shutoff device or faucet-filled bucket or watering can of five (5) gallons during designated water days before 10am and after 7pm.
- All vehicle washing is prohibited.

Utility Mandatory Actions:

- Utility shall continue compliance with mandatory actions of Stage II Alarm Drought.
- Conduct a weekly Leak Detection Survey and repair all identified leaks in the system.
- Place yard signs and/or posters in visible places within the service area to remind users of the “Stage III Critical Drought” (please use this terminology).
- Include on each water bill a conspicuous reminder of “Stage III Critical Drought” (please use this terminology) and a link to the District’s drought poster.

Penalties or Consequences:

- Warnings for 1st occurrence of waste, UDCP violations, excessive monthly consumption, or proscribed use (greater than 20,000 gallons/month).
- Assessment of surcharges and fines for continued waste, UDCP violations, excessive monthly consumption, or proscribed use (*if applicable*).
- Possible installation of flow restrictors on connections with continued waste, UDCP violations, excessive monthly consumption, or proscribed use.
- Possible service cutoff & reconnection fee on connections with continued waste, UDCP violations, or excessive consumption.

Stage IV Exceptional Drought
(Applicable only to Permitted Pumpage from the Freshwater Edwards Management Zones)

Upon notification by the Barton Springs/ Edwards Aquifer Conservation District that the District has declared the aquifer to be in an Stage IV Exceptional Drought, the permittee will activate the **Stage IV Exceptional Drought** measures of its UDCP.

Requirement: Mandatory overall minimum 40% monthly reduction plus additional curtailments as directed by District Rules.

User/Utility Recommended Actions:

- Continued measures of User Conservation Plan and “Recommended Actions” of the Water Conservation Period.

User Mandatory Actions:

- Users shall continue compliance with the mandatory actions of Stage III Critical Drought.
- Maximum allowable monthly consumption of the greater of 6,000 gallons/connection or 2,000 gallons/capita.
- All outdoor use (irrigation, vehicle washing, etc.) and nonessential uses are absolutely prohibited.
- Water use shall be limited only to indoor use necessary for human health and safety.

Utility Mandatory Actions:

- Utility shall continue compliance with mandatory actions of Stage III Critical Drought.
- Place yard signs and/or posters in visible places within the service area to remind users of the “Stage IV Exceptional Drought” (please use this terminology).
- In notice issued in accordance with Section 5, Utility shall inform all retail, end-user customers that their public water supply may be in peril and that physical restriction of water use and reporting of excessive users to the District may be required.
- Emergency interconnects, pumpage authorized by a Temporary Transfer Permit, or alternative supply arrangements shall be initiated to meet the respective reduction requirement.
- All meters shall be read as often as necessary to insure compliance with this program for the benefit of all the customers.

Emergency Response Period
(Applicable only to Permitted Pumpage from the Freshwater Edwards Management Zones)

Upon notification by the Barton Springs/ Edwards Aquifer Conservation District that the District has declared the aquifer to be in an **Emergency Response Period**, the permittee will activate the **Emergency Response Period** measures of its UDCP.

Requirement: Continue overall minimum 40% monthly reduction plus additional curtailments as directed by District Rules. Additional pumpage curtailments are strongly encouraged for permittees with available alternative water supplies.

User/Utility Recommended Actions:

- Continued measures of User Conservation Plan and “Recommended Actions” of the Water Conservation Period.

User Mandatory Actions:

- User shall continue compliance with mandatory actions of Stage IV Exceptional Drought.

Utility Mandatory Actions:

- Utility shall continue compliance with mandatory actions of Stage IV Exceptional Drought.
- In notice issued in accordance with Section 5, Utility shall inform all retail, end-user customers that their public water supply is in peril and that physical restriction of water use and reporting of excessive users to the District will be required.
- Emergency interconnects, pumpage authorized by a Temporary Transfer Permit, or alternative supply arrangements shall be initiated to meet the respective reduction requirement.
- All meters shall be read as often as necessary to insure compliance with this program for the benefit of all the customers.

Stage IV Exceptional Drought and Emergency Response Period Penalties or Consequences:

- Warnings for 1st occurrence of waste, UDCP violations, excessive monthly consumption, or proscribed use (greater than 20,000 gallons/month).
- Assessment of surcharges and fines for continued waste, UDCP violations, excessive monthly consumption, or proscribed use (*if applicable*).
- Possible installation of flow restrictors on connections with continued waste, UDCP violations, excessive monthly consumption, or proscribed use.