

District Service Policy

Section H Emergency Water Demand Management Plan & Emergency Rationing Program

1. INTRODUCTION

The goal of this plan is to cause a reduction in potable water use in response to emergency conditions so that the potable water availability can be preserved. Since emergency conditions can occur rapidly, responses must also be enacted quickly. This plan has been prepared in advance considering conditions that will initiate and terminate the rationing program.

The District's General Manager, or his/her designee, will monitor usage patterns, public education efforts and make recommendations to the Board on future conservation efforts. The District's General Manager, or his/her designee, will develop public awareness notices, bill stuffers, and other methods that will begin and continue as a constant type of reminder that water should be conserved at all times, not just during an emergency. The District's General Manager, or his/her designee, will review and evaluate any needed amendments or major changes due to changes in the District service area population, distribution system or supply. This review and evaluation will be done on a regular basis of five years unless conditions necessitate more frequent amendments.

In the event of an identified water shortage declaration, the District will distribute water to wholesale customers according to the Texas Water Code 11.039.

The plan will be implemented according to the five stages of rationing imposed by the Board. The next section describes the conditions which will trigger these stages.

2. TRIGGER CONDITIONS

1. Stage I - Mild Condition: Stage I will be implemented when one or more of the following conditions exist:

- a. Water consumption has reached 80 percent of daily maximum supply for three (3) consecutive days.
- b. Water supply is reduced to a level that is only 20 percent greater than the average consumption for the previous month.
- c. There is an extended period (at least eight (8) weeks) of low rainfall and daily use has risen 20 percent above the use for the same period during the previous year.
- d. EAA Index well J-17 reaches <660 ft. MSL or San Marcos river spring flow is <96 CFS or Comal spring flow is <225 CFS.
- e. The Canyon Regional Water Authority (CRWA) goes into Stage 1 Conditions.
- f. The Maxwell Water Supply Corporation (MWSC) goes into Stage 1 Conditions.
- g. The Edwards Aquifer Authority (EAA) goes into Stage 1 Conditions.
- h. The City of Kyle goes into Stage 1 Conditions.
- i. The well flow from any regularly used well is less than 90% of full capacity.
- j. An Elevated Storage Tank is not filled for 72 consecutive hours.
- k. An Elevated Storage Tank is out of service due to repainting or other required maintenance.

2. Stage II - Moderate Conditions: Stage II rationing condition may be implemented when one or more of the following conditions exist:

- a. Water consumption has reached 90 percent of the amount available for three consecutive days.
 - b. The water level in any of the water storage tanks cannot be replenished for three (3) consecutive days.
 - c. EAA Index well J-I 7 reaches <650 MSL or San Marcos river spring flow is <80 CFS or Comal spring flow is <200 CFS.
 - d. The CRWA goes into Stage 2 Conditions.
 - e. The MWSC goes into Stage 2 Conditions.
 - f. The EAA goes into Stage 2 Conditions.
 - g. The City of Kyle goes into Stage 2 Conditions.
 - h. The well flow from any regularly used well is less than 80% of full capacity.
 - i. An Elevated Storage Tank is not filled for 96 consecutive hours.
3. Stage III - Severe Conditions: Stage III rationing conditions may be implemented when one or more of the following conditions exist:
- a. Failure of a major component of the system or an event which reduces the minimum residual pressure in the system below 20 psi for a period of 24 hours or longer.
 - b. Water consumption of 95 percent or more of the maximum available for three (3) consecutive days.
 - c. Water consumption of 100 percent of the maximum available and the water storage levels in the system drop during one 24 hour period.
 - d. EAA index well J-17 reaches <640 MSL or the Comal spring flow is <150 CFS. e.. Other unforeseen events which could cause imminent health or safety risks to the public.
 - e. The CRWA goes into Stage 3 Conditions.
 - f. The MWSC goes into Stage 3 Conditions.
 - g. The EAA goes into Stage 3 Conditions.
 - h. The City of Kyle goes into Stage 3 Conditions.
 - i. The well flow from any regularly used well is less than 70% of full capacity.
 - j. An Elevated Storage Tank is not filled for 120 consecutive hours.
4. Stage IV — Critical Condition: Stage IV rationing conditions may be implemented when one or more of the following conditions exist:
- a. FAA index well J-17 reaches < 630 MSL or the Comal spring flow is <100 CFS.
 - b. The CRWA goes into Stage 4 Conditions.
 - c. The MWSC goes into Stage 4 Conditions.
 - d. The EAA goes into Stage 4 Conditions.
 - e. The City of Kyle goes into Stage 4 Conditions.
 - f. The well flow from any regularly used well is less than 60% of full capacity.
 - g. An Elevated Storage Tank is not filled for 144 consecutive hours.
5. Stage V- EMERGENCY Water Shortage Conditions
- a. Major water line breaks, or pump or system failures occur, which cause unprecedented loss of capability to provide water service; or
 - b. Natural or man-made contamination of the water supply source(s).

County Line SUD will adhere to the Best Management Practice requirements of the Edwards Aquifer Authority.

The stages pertaining to the Edwards Aquifer will only govern the pumping of water from the Edwards Aquifer.

3. STAGE LEVELS OF RATIONING

The stage levels of rationing are to be placed in effect by the triggers in Section B. The System shall institute monitoring and enforce penalties for violations of the Rationing Program for each of the Stages listed below. The rationing measures are summarized below.

1. At all times: There is a prohibition of landscape irrigation between 10:00 AM and 8:00 PM.
2. Stage I - Mild Conditions- (reduce total water use by 20%)
 - a. Water customers are requested to voluntarily limit the irrigation of landscaped areas to Sundays and Thursdays for customers with a street address ending in an even number (0, 2, 4, 6 or 8), and Saturdays and Wednesdays for water customers with a street address ending in an odd number (1, 3, 5, 7 or 9), and to irrigate landscapes only between the hours of midnight and 10:00 a.m. and 8:00 p.m. to midnight on designated watering days.
 - b. All operations of the District shall adhere to water use restrictions prescribed for Stage 1 of the Plan.
 - c. Water customers are requested to practice water conservation and to minimize or discontinue water use for non-essential purposes.
3. Stage II - Moderate Conditions (reduce total water use by 30%)
 - a. Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to Sundays and Thursdays for customers with a street address ending in an even number (0, 2, 4, 6 or 8), and Saturdays and Wednesdays for water customers with a street address ending in an odd number (1, 3, 5, 7 or 9), and irrigation of landscaped areas is further limited to the hours of 12:00 midnight until 10:00 a.m. and between 8:00 p.m. and 12:00 midnight on designated watering days. However, irrigation of landscaped areas is permitted at anytime if it is by means of a hand-held hose, a faucet filled bucket or watering can of five (5) gallons or less, or drip irrigation system.
 - b. Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle is prohibited except on designated watering days between the hours of 12:00 midnight and 10:00 a.m. and between 8:00 p.m. and 12:00 midnight. Such washing, when allowed, shall be done with a hand-held bucket or a hand-held hose equipped with a positive shutoff nozzle for quick rises. Vehicle washing may be done at any time on the immediate premises of a commercial car wash or commercial service station. Further, such washing may be exempted from these regulations if the health, safety, and welfare of the public is contingent upon frequent vehicle cleansing, such as garbage trucks and vehicles used to transport food and perishables.
 - c. Use of water to fill, refill, or add to any indoor or outdoor swimming pools, wading pools, or Jacuzzi-type pools is prohibited except on designated watering days between the hours of 12:00 midnight and 10:00 a.m. and between 8 p.m. and 12:00 midnight.
 - d. 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.

- e. Use of water from hydrants shall be limited to firefighting, related activities, or other activities necessary to maintain public health, safety, and welfare, except that use of water from designated fire hydrants for construction purposes may be allowed under special permit from the District
- f. Use of water for the irrigation of golf course greens, tees, and fairways is prohibited except on designated watering days between the hours 12:00 midnight and 10:00 a.m. and between 8 p.m. and 12:00 midnight. However, if the golf course utilizes a water source other than that provided by the District, the facility shall not be subject to these regulations.
- g. All restaurants are prohibited from serving water to patrons except upon request of the patron.
- h. The following uses of water are defined as non-essential 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; and
 - 5. failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s).

4. Stage III - Severe Conditions (reduce total water use by 40%)

Water Use Restrictions for Demand Reduction:

All requirements of Stage 2 shall remain in effect during Stage 3 and the following additional restrictions:

- a. Irrigation of landscaped areas shall be limited to designated watering days between the hours of 8 p.m. and 10:00am and shall be by means of hand-held hoses, hand-held buckets, drip irrigation, or permanently installed automatic sprinkler system only. The use of hose-end sprinklers is prohibited at all times.
 - i. Customers whose address ends in an even number may water only on Sunday
 - ii. Customers whose address ends in an odd number may water only on Saturday
 - iii. Customers who are irrigation meters (HOA) may water only on Wednesday
- b. The watering of golf course tees is prohibited unless the golf course utilizes a water source other than that provided by the District.
- c. The use of water for construction purposes from designated fire hydrants under special permit is to be discontinued.
- d. Reduce the refilling of swimming pools

5. Stage IV — Critical Conditions (reduce total water use by 50%)

Water Use Restrictions for Reducing Demand:

All requirements of Stage 2 and 3 shall remain in effect during Stage 4 except:

- a. Irrigation of landscaped areas shall be limited to designated watering days between the hours of 6:00 a.m. and 10:00 a.m. and between 8:00 p.m. and 12:00 midnight and shall be by means of hand-held hoses, hand-held buckets, or drip irrigation only. The use of hose-end sprinklers or permanently installed automatic sprinkler systems are prohibited at all times.
 - i. Customers whose address ends in an even number may water only on Sunday
 - ii. Customers whose address ends in an odd number may water only on Saturday
 - iii. Customers who are irrigation meters (HOA) may water only on Wednesday
- b. 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. Further, such vehicle washing at commercial car washes and commercial service stations shall occur only between the hours of 6:00 a.m. and 10:00 a.m. and between 6:00 p.m. and 10 p.m.
- c. The filling, refilling, or adding of water to swimming pools, wading pools, and Jacuzzi-type pools is prohibited.
- d. 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.
- e. No application for new, additional, expanded, or increased-in-size water service connections, meters, service lines, pipeline extensions, mains, or water service facilities of any kind shall be approved, and time limits for approval of such applications are hereby suspended for such time as this drought response stage or a higher-numbered stage shall be in effect.

6. Stage V — Emergency Water Shortage Conditions (reduce total water use by 60%)

Water Use Restrictions for Reducing Demand:

All requirements of Stage 2, 3, and 4 shall remain in effect during Stage 5 except:

- a. Irrigation of landscaped areas is absolutely prohibited.
- b. Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle is absolutely prohibited.

4. INITIATION AND TERMINATION PROCEDURES

Once a trigger condition occurs, the General Manager, or his/her designee, shall decide if the appropriate stage of rationing shall be initiated. The initiation may be delayed if there is a reasonable possibility the water system performance not be compromised by the condition. If rationing is to be instituted, notice to the customers shall be given.

Notice of the proposed rationing shall be mailed, e-mailed or delivered to each affected customer, and placed on the districts website and placed on customers bills. The customer notice shall contain the following information:

- 1 . The date rationing shall begin,

2. The expected duration,
3. The stage (level) of rationing to be employed,
4. Penalty for violations of the rationing program, and
5. Affected area to be rationed.

A sample Customer Notice of rationing condition is included in Miscellaneous Transaction Forms.

If the rationing period extends 30 days then the General Manager, or his/her designee, shall present the reasons for the rationing at the next scheduled Board Meeting and shall request the permission of the Board to extend the rationing period.

When the trigger condition no longer exists then the responsible official may terminate the rationing provided that such an action is based on sound judgment. Written notice of the end of rationing shall be given to customers. A rationing period may not exceed 60 days without extension by action of the Board.

5. PENALTIES FOR VIOLATIONS

For the first violation of a rationing provision is to send the customer a written warning stating CLSUD's policy and request compliance.

For the second violation the customer is sent a letter via certified mail. The letter will state CLSUD's policy and state they must comply. The letter will state that the customer will be charged a \$60.00 violation fee for a 2nd offence.

For the third offence and each subsequent violation, the customer will be charged a violation fee of \$120.00 per violation.

6. EXEMPTIONS OR WAIVERS

The System may grant exemptions or waivers for individuals that can demonstrate just cause for outside or other use of water other than permitted by this Rationing Program. Some examples may include no other source for livestock, for business purposes, for other planned construction or improvement already in progress, etc.

7. IMPLEMENTATION

The Board shall appoint the District's General Manager to make Emergency Water Management actions. This District's General Manager should also review the procedures in this plan annually so that modifications can be made to accommodate system growth.

The provisions which affect customers in this Plan were adopted by the Board. These procedures will be put into effect by the Board or its designated representative.