

LILLY GROVE SPECIAL UTILITY DISTRICT
An EEO Employer
7435 FM 1638
NACOGDOCHES, TX 75964
PHONE 936-569-9292: FAX 936-569-9781
E-MAIL lgwater@gmail.com Website www.lillygrovewater.com

Revised 2023

Water Conservation Plan

And

Drought Contingency Plan

LILLY GROVE SUD
WATER CONSERVATION PLAN

TABLE OF CONTENTS

<u>TITLE</u>	<u>PAGE</u>
INTRODUCTION	1
UTILITY EVALUATION	2
PUBLIC INVOLVEMENT	3
WATER CONSERVATION PLAN	4
DROUGHT CONTINGENCY PLANS	17
APPENDIX A (DROUGHT CONTINGENCY ORDER)	28
APPENDIX D (RESOLUTION ADOPTING & APPROVING WATER CONSERVATION PLAN)	30
APPENDIX E (CERTIFICATE FOR RESOLUTION)	33
APPENDIX F (MINUTES OF SPECIAL MEETING)	36

INTRODUCTION

The Lilly Grove Special Utility District (SUD, aka the district), in an effort to conserve the fresh water supply of the area, will initiate a Program to educate the customers of the district on reasons for water Conservation and methods of water conservation.

The district's service area's current supply is from five (5) water wells, Operated by Lilly Grove SUD drawn from the Carrizo and the Wilcox aquifers.

The district is aware of the growing need to conserve its water supply. It is the goal of the Lilly Grove SUD to promote overall water conservation upon implementation of this conservation plan. Achieving this goal would, in effect; increase the capacity of the water supply facilities.

The goal is to reduce the per capita water use of members by 10% in 5 years. This goal will serve as the basis for evaluating the effectiveness of the Water Conservation Program and will provide a guide to identify possible modifications that may be needed to better meet the district's conservation Objectives.

UTILITY EVALUATION

1. Population of Service Area – 2420
2. Number and Type of Connection in Service – 969 Res.
3. Area of Service – 60 Square Miles – 130 Miles of Water Lines
4. Rate of New Connections (Addition Per Year – (Ave.)) – 6
5. Water Use Information
 - 5.1 Average Water Production (2021 and 2022) – 128,476,750 gal/year
 - 5.2 Peak Daily Use
 - June 2021 427,000 gallons (average)
 - August 2022 650,000 gallons (average)
 - 5.3 Peak to average use rates –
average daily summer use divided by average daily use
650,000 GPD (peak) – 325,000 GPD (average) = 2.00
6. Safe Annual Yield of Water Supply – 412,983,000 gallons
7. Peak Daily Capacity of the System – 1,206,720
8. Water Loss – 22% (current)
9. Percent of Connections Metered – 100%
10. Proposed Water Rate
 - \$28.00 Minimum Charge – 0 gallons
 - \$ 5.15/1,000 gallons
11. Applicable Local Regulations – There are no local regulations
12. Applicable State, Federal or other Regulations -
As a Special Utility District, Lilly Grove Sud must abide by the rules that govern public water providers.
 - 12.1 Texas Natural Resources Conservation Commission
 - 12.2 Texas Water Development Board

PUBLIC INVOLVEMENT

A. Public at Large –

Lilly Grove SUD holds regular board meetings once each month. These meetings are open to the public and anyone is invited to speak to the Board. At these meetings, the Board hears the concerns of the public which helps their decision-making process.

The meetings are the second Tuesday in each month at 6:00 at 7435 FM 1638, Nacogdoches, TX 75964. The agenda is posted each month at the court house.

B. Special Interest Groups

Lilly Grove SUD has created a conservation committee consisting of two Board Members, and the General Manager to submit conservation policies and to evaluate trigger conditions.

The members are: Donna Harris – General Manager
Steve Bartlett – Board Member
Craig Rollins – Board Member
Boyd Dueboay – Chief C Operator
Nichol Daniel – Admin

WATER CONSERVATION PLAN

1. Education and Information

1.1 Lilly Grove SUD will promote water conservation by informing the public of ways to conserve water. The following methods will be used to inform the water users and will be conducted each year.

1.1.1 At the initiation of the conservation program mail-outs and posting on our website (www.lillygrovewater.com) containing information on the general program, drought contingency restriction, indoor water conservation tips, outdoor and lawn watering conservation tips, plumbing recommendations and information about retrofit devices for existing plumbing will be sent to each user.

1.1.2 Include water conservation tips, and outdoor and lawn watering conservation tips with monthly statements.

1.1.3 A direct mailing will be made each year before the peak use periods (June – September) this information will be included in the yearly CCR mailing in the news letter portion. The CCR is mailed in June of each year.

1.1.4 All printed information will be provided to all new customers at the time they sign up for service

1.2 Suggestions on ways to save water will be included in the public information.

1.2.1.1 Take a shower instead of filling the tub and taking a bath. Showers usually use less water than tubs baths.

1.2.1.3 Install a low-flow shower head which restricts the quantity of flow at 60 psi to no more than 3.0 gallons per minute.

1.2.1.4 Do not use hot water when cold water will do. Water and energy can be saved by washing hands with soap and cold water: hot water should only be added when hands are especially dirty.

1.2.1.5 Reduce the level of the water being used in a bath tub by one or two inches if a shower is not available.

- 1.2.1.6 Turn off water when brushing teeth until it is time to rinse.
 - 1.2.1.7 Do not let the water run when washing hands. Wet hands thoroughly, turn off water while soaping and scrubbing, and turn water on again to rinse. A cutoff valve may also be installed on the faucet.
 - 1.2.1.8 Shampoo hair while in the shower. Shampooing in the shower takes only a little more water than is used to shampoo hair while in the bath, and takes much less time than shampooing and bathing separately.
 - 1.2.1.9 Use the basin to hold hot water when shaving instead of letting the faucet run continuously.
 - 1.2.1.10 Test toilets for leaks. To test for a leak, add a few drops of food coloring to the water in the tank. The toilet should not be flushed during this test. If the customer sees the coloring appear in the bowl within a few minutes the fixture needs adjustment or repair.
 - 1.2.1.11 Use a toilet displacement device. A one-gallon plastic milk bottle can be filled with stones or with tap water, recapped and place in the toilet tank. This will reduce the amount of water in the tank but will still provide enough flushing actions. (Bricks- which some people use for this purpose are not recommended since they crumble eventually and could cause damage to the working mechanisms, necessitating a call to the plumber) Displacement devices should never be used with the new low-volume flush toilets.
 - 1.2.1.12 Install faucet aerators to reduce water consumption.
 - 1.2.1.13 Never use the toilet to dispose of cleansing tissues, cigarette butts or other trash. This can waste a great deal of water and also places an unnecessary load on the sewage treatment plant.
 - 1.2.1.14 Install a new low-volume flush toilet that uses 3.5 gallons or less per flush when building a new home or remodeling a bathroom.
- 1.2.2 Kitchen
- 1.2.2.1 Use a pan of water (or place a stopper in the sink) for rinsing pots and pans for cooking, rather than turning on the water faucet each time a rinse is needed.

- 1.2.2.2 Never run the dishwasher without a full load. In addition to saving water, expensive detergent will last longer and a significant energy savings will appear on the utility bill.
- 1.2.2.3 Use the sink disposal sparingly, and never use it for just a few scraps.
- 1.2.2.4 Keep a container of drinking water in the refrigerator. Running water from the tap until it is cool is wasteful. Better still, both water and energy can be saved by keeping cold water in a picnic jug on the kitchen counter, to avoid opening the refrigerator door frequently.
- 1.2.2.5 Use a small pan of cold water when cleaning vegetables rather than letting the faucet run continuously.
- 1.2.2.6 Use only a little water in the pot and put a lid on it for cooking most food. Not only does this method save water, but food is more nutritious since vitamins and minerals are not poured down the drain with the extra cooking water.
- 1.2.2.7 Use a pan of water for rinsing when hand-washing dishes, instead of running the faucet continuously.
- 1.2.2.8 Always keep water conservation in mind, and think of other ways to save in the kitchen. Small kitchen savings from not making too much coffee or letting ice cubes melt in a sink can add up in a year's time.

1.2.3 Laundry

- 1.2.3.1 Wash only a full load when using an automatic washing machine (32 to 59 gallons are required per load).
- 1.2.3.2 Use the lower water level setting on the washing machine for light loads whenever possible.
- 1.2.3.3 Use cold water as often as possible to save energy and to conserve the hot water for uses which cold water cannot serve. (This is also better for clothing made of today's synthetic fabrics.)

1.2.4 Appliances and Plumbing

- 1.2.4.1 Check water requirements of various models and brands when considering purchasing any new appliance that uses water. Some use less than others.

- 1.2.4.2 Check all water line connections and faucets for leaks. If the cost of water is \$1.00 per 1,000 gallons, one could be paying a large bill for water that simply goes down the drain because of leaks. A slow drip can waste as much as 170 gallons of water each day (5,000 gallons per month), and can add as much as \$12.50 per month to the water bill.
- 1.2.4.3 Learn to replace faucet washers so that drips can be corrected promptly. It is easy to do, cost very little and can represent a substantial amount saved in plumbing and water bills.
- 1.2.4.4 Check for water leakage that the customer may be entirely unaware of, such as a leak between the water meter and the house. To check, all indoor and outdoor faucets should be turned off and the water meter check. If it continues to run or turn, a leak probably exists and needs to be located.
- 1.2.4.5 Insulate all hot water pipes to avoid the delays experienced waiting for water to "run hot".
- 1.2.4.6 Be sure the thermostat on the hot water heater is not set too high. Extremely hot settings waste water and energy because the water often has to be cooled with cold water before it can be used.
- 1.2.4.7 Use a moisture meter to determine when house plants need water. More plants die from over-watering than from being on the dry side.

1.2.5 Out Door Water Uses

- 1.2.5.1 Water lawns early in the morning during the hotter summer months. Most of the water used on the lawn can simply evaporate between the sprinkler and the grass.
- 1.2.5.2 Use a sprinkler that produces large drops of water, rather than a fine mist, to reduce evaporation.
- 1.2.5.3 Turn soaker hoses so the holes are on the bottom to reduce evaporation.
- 1.2.5.4 Water slowly for better absorption, and never water in high winds.
- 1.2.5.5 Do not water streets, sidewalks or driveways. They will never grow a thing.

- 1.2.5.6 Condition the soil with compost before planting grass or flower beds so that water will soak in rather than run off.
- 1.2.5.7 Fertilize lawns at least twice a year for root stimulation. Grass with a good root system makes better use of less water.
- 1.2.5.8 Learn to know when grass needs watering. If it has turned a dull grey-green or if footprints remain visible, it is time to water.
- 1.2.5.9 Do not water too frequently. Too much water can overload the soil so that air cannot get to the roots and can encourage plant diseases.
- 1.2.5.10 Do not over water. Soil can absorb only so much moisture and the rest simply runs off. A timer will help either a kitchen timer or an alarm clock will do. An inch of water applied every 5 to 7 days will keep most Texas grasses alive and healthy.
- 1.2.5.11 Operate automatic sprinkler systems only when the demand on the District's water supply is lowest – between 4 and 6 AM.
- 1.2.5.12 does not "scalp" lawns when mowing during hot weather. Taller grass holds moisture better. Instead, grass should be cut fairly often, so that only ½ to ¾ inches is trimmed off each time. A better looking lawn will result.
- 1.2.5.13 Use a watering can, or hand water with hose, in small areas for the lawn that need more frequent watering – those near walks, driveways or in especially hot sunny spots.
- 1.2.5.14 Learn which types of grass, shrubbery and plants do best in the area, in which parts of the lawn, and then plant accordingly, if one has a heavily shaded yard, no amount of water will make roses bloom.
- 1.2.5.15 Consider decorating areas for the lawn with rocks, gravel, wood chips or other materials that require no water at all.
- 1.2.5.16 Do not use water and a hose to "sweep" walks and driveways. Use a broom or rake instead.

1.2.5.17 When washing the car, use a bucket of soapy water and use the hose only for rinsing.

2. Retrofit Program

Customers in existing buildings which do not have water devices will be encouraged to replace their old plumbing fixtures. The advertising program will help inform them of the advantages of installing water saving devices.

3. Water Rate Structures

A water rate structure which encourages water conservation has been implemented. The rate structure includes a uniform rate with a minimum Monthly charge.

4. Metering

The District currently meters 100% of the water used. The District has a policy of testing all meters appear to have abnormally high or low water usage. Incorporated into the Water Conservation Plan, the District will set up the following meter testing schedule:

1. Production Meters ----- Test Once a Year
2. Meters Larger than 1" --- Test Once a Year
3. Meters 1" and smaller --- Test Every 10 Years

*** At the present time we only have 1" and ¾" Meters

5. Water Conservation Landscaping

The District does not have the authority to establish subdivision regulations which would require developers to plant only low-water-use plants and grasses. The advertising program will include suggestions on landscaping and irrigation procedures which will save water usage and money. The excess use fees should encourage customers to save water outdoors.

6. Leak Detection and Repair

The District has a leak detection program which will be maintained as follows:

- 6.1 Monthly water use accounting by the billing which identifies high water use after the service meters indicating leaks.
- 6.2 Constant monitoring of storage tanks which identifies major water main breaks.
- 6.3 Daily visual inspection by meter readers and other District employees who keep a constant watch out for abnormal conditions indicating leaks.

6.4 An adequate maintenance staff which is available to repair leaks on a 24 hour basis.

7. Implementation and Enforcement

This Water Conservation Plan will be enforced by the following methods:

7.1 New service taps will not be given to customers who do not meet the requirements of the water conservation plumbing fixtures.

7.2 The District fees should encourage retrofitting of old plumbing fixtures which are using large amounts of water. People will realize that replacing their fixtures will save them money on their water bill.

7.3 The water rate structure will be enforced – people who do not pay their water bill will have their service discontinued.

8. Conservation Plan Annual Report

The District will file an annual report with the Executive Administer which addresses the progress and effectiveness of this Water Conservation Plan.

The report will address:

8.1 Implementation progress and status

8.2 Public response

8.3 Effectiveness of the water conservation program in reducing water use and wastewater flows.

Chlorine Cylinder Changing Procedure –

A MINIMUM OF TWO Employees trained in these procedures is required for all cylinder's changes; one equipped with a cell phone and standing in the open door of the chlorinator room observing the other employee changing the cylinder. Both must be wearing long-sleeved shirts, impermeable gloves and non-vented chemical goggles for protection against possible liquid chlorine leaks. The cuffs of their long-sleeved shirts must be pulled down and buttoned over the gauntlets of the gloves. Increased safety is afforded by both wearing their full-face respirators, in which case the use of goggles is not required. The observer must be close enough to lend timely assistance.

1. Call Lilly Grove Office (569-9292) prior to entering the chlorinator room and give notice that you will be working on the system. – if office is not open, call or text call Boyd Dueboay (936-239-3070)
2. Turn on the ventilation fan
3. Make sure that the handle for opening and closing the cylinder valve is in place on the valve
4. If the concentration of chlorine increases to greater than or equal to 10 ppm while you are working and or the leak cannot be fixed, shut off the ventilation fan, close the door, retreat to a safe location upwind and notify Lilly Grove that the leak cannot be stopped. Remain in the area upwind to be available for lending advisory assistance to the HazMat Team when they arrive, if requested. If necessary, the HazMat Team will respond with the cylinder containment vessel

When an unwitnessed leak occurs, try to stop the leak nby GENTLY closing the valve. If that does not work, call the office 569-9292 and the office will call the supplier (Johnson Lab 903-729-3111) If the operator cannot get anyone in the office call Boyd at 936-239-3070 Lilly Grove is responsible for notifying the vendor of the leaky valve or cylinder as soon as possible

Johnson Lab
415 N> Tennessee Street
Palestine, TX 75801
903-729-3111

Lilly Grove SUD
7435 FM 1638
Nacogdoches, 75964

Bryan W. Shaw, Ph.D., *Chairman*
Buddy Garcia, *Commissioner*
Carlos Rubinstein, *Commissioner*
Mark R. Vickery, P.G., *Executive Director*



File PWS 1740014/CO
CN 600635858
RN 101849439

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

June 3, 2010

Ms. Donna Harris
Lilly Grove Special Utility District
7435 FM 1638
Nacogdoches, TX 75964

Subject: Request for an Exception to the Safety Equipment Requirement
Lilly Grove Special Utility District (SUD) PWS ID 1740014
Nacogdoches County, Texas

Dear Ms. Harris:

We received your letter March 10, 2010 and your fax May 13, 2010, requesting an exception to the Texas Commission on Environmental Quality's (TCEQ) requirement that a full-face, self-contained breathing apparatus (SCBA) or supplied air respirator that meets Occupational Safety and Health Administration (OSHA) standards for construction and operation shall be readily accessible outside the chlorinator room as specified in 30 Texas Administrative Code (TAC) §290.42(e)(4)(A). Based on our review, we are **granting** your request for an exception with the following conditions:

1. Each of the Lilly Grove Special Utility District's (SUD) service vehicles continue to be equipped with and allow access to SCBA units for your operators;
2. A chlorine gas detector be installed and in working condition at each site gas chlorine is used;
3. The operators and field service men are required to visit any well site in a company vehicle;
4. The operators continue training on the use of the SCBA equipment at least once every two months as stated in your submittal; and
5. A copy of the emergency standard operating procedure is kept up to date and on file.

We note you submitted copies of safety meeting agendas, SOPs for changing and handling chlorine cylinders, a statement that the system currently has 2 trucks with SCBA equipment, a statement that the system has chlorine detectors located at each well site, a statement regarding the availability of the local fire department, a statement that two people, an operator and field

Ms. Donna Harris, Manager
Page 2 of 2
June 3, 2010

service man, are required to be at the well site, in a company vehicle, when working with chlorine, and a statement all SCBA gear, emergency numbers, and company cell phones are available in the company vehicle at all times.

All exceptions are subject to periodic review and may be revoked or amended if warranted. This letter must be maintained for as long as this exception is valid and should be readily available to all TCEQ staff upon request.

If you have additional questions or comments concerning this letter, please contact Ms. Rian A. McMorris, Engineering Specialist, by telephone at (512) 239-4487, by email at rmcmorri@tceq.state.tx.us, or by correspondence at:

Texas Commission on Environmental Quality
Technical Review and Oversight Team (MC-159)
PO Box 13087
Austin, TX 78711-3087

Sincerely,



Cari-Michel La Caille, Assistant Director
Water Supply Division
Texas Commission on Environmental Quality

CML/RM

cc: TCEQ Beaumont Regional Office - 10
Ms. Vera Poe, P.E., TCEQ Utilities Technical Review (MC 159)

LILLY GROVE SUD

DROUGHT CONTINGENCY PLAN

DROUGHT CONTINGENCY PLAN
LILLY GROVE SPECIAL UTILITY DISTRICT
RESVISED 2023

Section 1 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 and other water supply emergency conditions, the Lilly Grove SUD 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 Section 15 of this plan.

Section 2 Public Involvement

Opportunity for the public to provide input into the preparation of The Plan was provided by Lilly Grove SUD by means of scheduling and providing public meetings (Board Meeting) to accept input on The Plan.

Section 3 Public Education

The Lilly Grove SUD 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 utility bills, mailings, public meeting (board meeting) and website.

Section 4 Coordination with Regional Water Planning Groups

The service area of the Lilly Grove SUD is located within the Region 1 Planning Area and Lilly Grove SUD has provided a copy of The Plan to the Region 1 Planning Group.

Section 5 Notice Requirements

Written notice will be provided to each customer **prior to implementation or termination of each stage of the water restriction program**. Mailed notice must be given to each customer 72 hours prior to the start of water 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 circumstance that triggered the restrictions
3. The stages of response and explanation of the restrictions to be implemented
4. An explanation of the consequence for violations

Lilly Grove SUD must notify TCEQ by telephone at (512) 239-4691, or electronic mail at watermon@tceq.state.tx.us prior to implementing Stage III and must notify in writing the Public Drinking Water Section at MC-155, P.O. Box 13087, Austin, Texas 78711-3087 within five (5) working days of implementation including 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 (i.e., Stages III and IV).

Section 6 **Authorizations**

The General Manager, or his/her designee is hereby authorized and directed to implement the applicable provisions of The 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 or other water supply emergency response measures as described in The Plan.

Section 7 **Application**

The provisions of this Plan shall apply to all persons, customers, and property utilizing water provided by the Lilly Grove SUD. The terms "person" and "customers" as used in The Plan included individuals, corporations, partnerships, associations, and all other legal entities.

Section 8 **Definitions**

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

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

Commercial and Institutional Water Use: Water use which is integral to the operations of commercial and non-profit establishments and governmental entities such as retail establishments, hotels and motels, restaurants and office buildings.

Conservations: Those practices, techniques, and 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 so that a supply is conserved and made available for future or alternative uses.

Customer: Any person, company, or organization using water supplied by Lilly Grove SUD.

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.

Even Number Address: Street addresses, box numbers, or rural postal route numbers ending in 0, 2, 4, 6 or 8 and locations without addresses.

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 Use: 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 right-of-way and mediums.

Non-Essential Water use: Water uses that are not essential nor required for the protection of public, health, safety, and welfare including:

1. Irrigation of landscape areas, including parks, athletic fields and golf courses, except otherwise provided under this Plan.
2. Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle.
3. Use of water to wash down any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas.
4. Use of water to wash down buildings or structures for purposes other than immediate fire protection.

5. Flushing gutters or permitting water to run or accumulate in any gutter or street.
6. Use of water to fill, refill, or add to any indoor or outdoor swimming pools, or Jacuzzi type pools.
7. Use of water in a fountain or pond for aesthetic or scenic purposes except where necessary to support aquatic life.
8. Failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s).
9. Use of water from hydrants for construction purposes or any other purposes other than firefighting.

Odd Number Address: Street addresses, box numbers, or rural postal route numbers ending in 1, 3, 5, 7 or 9.

Section 9 **Drought Response Stages**

The 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 the Plan, shall determine that a mild, moderate, severe, critical or emergency condition exists and shall implement the following actions upon publication of notice in a newspaper of general circulation.

Section 10 **Triggering Criteria for Initiation and Termination of Drought Response Stages**

The general manager, or his/her designee, 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.

Public notification of the initiation or termination of drought response stages shall be by means of press releases for publication in a local newspaper of general circulation, direct mail, or notices on customers' bills.

The triggering criteria described below are based on the ability of Lilly Grove SUD to provide adequate supplies of water to all their customers under drought of record conditions.

Section 11 **Response Stages**

Unless there is an immediate and extreme reduction in water production, or other absolute necessity to declare an emergency or severe condition, the utility will initially declare Stage 1 restrictions. If, after a reasonable period of time, demand is not reduced enough to alleviate outages, reduce the risk of outages, or comply with restrictions required by a court, government

agency or other authority, Stage II may be implemented with Stage III to follow if necessary.

Stage I – Mild Water Shortage Conditions

Requirements for Initiation – Customers shall be requested to voluntarily conserve water and adhere to the prescribed restrictions on certain water uses, defined in Section VII – Definitions, when total daily water demand equals or exceeds 75% of the specific design capacity of the Lilly Grove SUD operable wells.

Requirements for Termination – Stage I of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of ten consecutive days.

Stage II – Moderate Water Shortage Conditions

Requirements for Initiation – Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section VII of the Plan when total water demands equals 85% of the specific design capacity of the Lilly Grove SUD operable wells and continues for five (5) days.

Requirements for Termination – Stage II of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of ten (10) consecutive days. Upon termination of Stage II, Stage I becomes operative.

Stage III – Severe Water Shortage Conditions

Requirements for Initiation – Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses for Stager III of this Plan when the total water demand equals or exceeds 90% of the specific design capacity of the Lilly Grove SUD operable wells for five (5) consecutive days, or a condition exists that would cause an imminent or actual failure of a major component of the system.

Requirements for Termination – Stage III of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of ten (10) consecutive days, upon termination of Stage III, Stage II becomes operative.

Stage IV – Critical Water Shortage Conditions

Requirements for Initiation – Stage IV – Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses for Stage IV of this Plan when the total water demand equals or

exceeds 95% of the specific design capacity of the Lilly Grove SUD operable wells for five (5) consecutive days.

Requirements for Termination – Stage IV of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of ten (10) consecutive days. Upon termination of Stage IV, Stage III becomes operative.

Stage V – Emergency Water Shortage Conditions

Requirements for Initiation – Stage V – Customers shall be required to comply with the requirements and restrictions for Stage V of this Plan when the General Manager, or his/her designee, determines that a water supply emergency exists based on:

1. Major water line breaks or pump or system failures occur, which cause unprecedented loss of capability to provide waste service
2. Natural or man-made contamination of the water supply source(s)

Requirements for Termination – Stage V of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of three (3) consecutive days.

Section 12 Violations

1. First violation – the customer will be notified by written notice of their specific violation.
2. Subsequent violations:
 - a. After written notice, the utility may install a flow restricting device in the line to limit the amount of water which will pass through the meter in a 24 hour period. The utility may charge the customer for the actual cost of installing and removing the flow restricting device, not to exceed \$100.00
 - b. After written notice, the utility may discontinue service at the meter for a period of seven (7) days, or until the end of the calendar month, whichever is LESS. The normal reconnect fee of the utility will apply for restoration of service.

Section 13 Exemptions or Variances

The utility may grant any customer an exemption or variance from the drought contingency plan for good cause **upon written request**. A customer who is refused an exemption or variance may appeal such action of the utility in writing to the Texas Commission on Environmental Quality. 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.