



**MANDATORY WATER RESTRICTIONS
STAGE 3
Barton Creek Lakeside TX2270282 & Lake Cliff TX2270327**

Dear Aqua Texas Customer:

August 18, 2023

Due to persistent drought conditions across the region, continued high outdoor water usage, and in accordance with the Lower Colorado River Authority (LCRA) & Southwestern Travis County Groundwater Conservation District (SWTCGCD), Aqua Texas is implementing Stage 3 outdoor watering restrictions effective immediately. Watering restrictions serve as a conservation measure to ensure all customers have an opportunity to utilize the available water resources equally as well as avoid low pressure events. **These mandatory restrictions will remain in effect until further notice.**

Aqua encourages all customers to visit the Texas Water Development Board website for water conservation and sustainability resources at www.twdb.texas.gov/conservation/resources/index.asp. Customers can find information on water smart landscape design, rainwater harvesting, and much more.

Stage 3 water use restrictions are listed below. Please note that outside watering of lawns with irrigation systems, drip systems, and handheld hoses are allowed only **once** each week. Watering times in the early morning and late evening help to eliminate water loss through evaporation. Designated watering days are shown in the table below.

****All customers of a private irrigation company and Aqua, will not be permitted to use Aqua water for irrigation. Customers of both cannot switch between the two. Additionally, please note that all source water is under mandatory restrictions only allowing for one day a week watering. In other words, if you are using an irrigation company for lawn watering you are still restricted to once weekly watering. ****

Please use the last number in your street address to find your designated watering day.

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

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

**Please note that permissible activities are allowed morning OR evening, not during both time periods.*

Required customer water use restrictions:

- Automatic Irrigation systems – Once per week on scheduled day (Midnight to 4 a.m. or 8:00 p.m. to Midnight) ****If you have an automatic sprinkler system, please adjust the timer to meet these requirements. Please consider using a wireless controller for your irrigation system if you will be traveling and are unable to adjust timers manually.***
- Hose end sprinklers – Once per week on SCHEDULED DAY (Midnight to 9 a.m. or 7:00 p.m. to Midnight)

- Hand-held hose with an automatic shut-off device, faucet filled bucket or watering can: Once per week on SCHEDULED DAY (7:00 a.m. to 9:00 a.m. or 7:00 p.m. to 9:00 p.m.)
- Soaker hoses - **Foundations only**: Once per week on SCHEDULED DAY (6:00 a.m. to 9:00 a.m. or 7:00 p.m. to 10:00 p.m.)
- No filling/refilling of pools or ponds is allowed but topping off existing pools is allowed on designated watering day. Please keep pools covered when not in use
- Use of fountains, waterfalls, or other aesthetic water features is **prohibited**.
- Washing or power washing of automobiles, driveways, sidewalks, and streets is **prohibited**. Please consider the use of alternative methods to complete these tasks.

PENALTIES OR CONSEQUENCES FOR NOT FOLLOWING RESTRICTIONS

Enforcement

- 1. First violation:**
 - a. We regret that restrictions must be so severe, but to meet our conservation goals, we must significantly limit usage. For any violation of the restrictions, you *may* receive a written warning by hanging door tag or letter. The notice will provide you with the specific violation of required restrictions, reductions, or for excessive usage. Aqua may install a flow restricting device as described below without a prior written notice for violation of restrictions. The customer will be provided a copy of the User Drought Contingency Plan upon request.
- 2. Subsequent violations:**
 - a. If we chose to provide a written warning for the first violation, Aqua Texas will install a flow-restricting device in the line for a subsequent violation 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 requirements have 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.

If you have questions concerning these restrictions, please contact Lauren Savior, Environmental Compliance Specialist at (512) 990-4400 ext. 56136 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.
- Install aerators on faucets.
- 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>.