

# LCRA FLOOD OPERATIONS NOTIFICATION SERVICE

## *Frequently Asked Questions*

LCRA will notify subscribers when floodgates are opened at dams along the Highland Lakes or Lake Bastrop through the LCRA Flood Operations Notification Service (LCRA FONS).

### **What is the LCRA Flood Operations Notification Service?**

LCRA FONS will email, text and/or call subscribers with a recorded message when flood operations are expected to begin or have begun at dams along the Highland Lakes or Lake Bastrop. It also will notify subscribers when LCRA passes water through a dam with a floodgate instead of hydroelectric generation during routine operations.



**Tom Miller Dam, May 2019**

### **May I request notice via text, email and a phone call, or do I have to choose one way?**

You may request any or all of the notification options, but you must use the same choice for each dam. For instance, if you choose to get notifications for more than one dam, you cannot choose to receive a text for one dam and an email for a different dam.

### **How do I sign up?**

Complete the [online registration form](#) or call LCRA at 512-578-3246. The online registration is through RAVE, a third-party provider that sends the alerts. The online form requires a valid email address to complete the registration process, even if the subscriber requests notification by phone call or text only. If you do not have an email address, please call LCRA to complete your registration. Please note that even if you call LCRA to register, the contact information you provide will be entered into the RAVE platform. By providing contact information directly to LCRA, you are agreeing to the [FONS Terms of Use](#), the [RAVE Terms of Use](#), and the [RAVE Privacy Policy](#).

### **When will my subscription begin? How long will my subscription be active?**

Your subscription will be active immediately after you complete the registration process and respond to a confirmation email or text. There is no need to re-register. LCRA may terminate this service at any time by providing notice to the current contact information on file with RAVE. LCRA will attempt to provide notice of termination of the FONS service in advance, however advanced notice may not be possible or practical. Please refer to the [FONS Terms of Use](#) for more information.

### **How much notice will I receive before flood operations begin?**



LCRA will send the FONS notifications as soon as possible, but in some circumstances, there may be little or no advance notice of flood operations. For example, if heavy rain falls on or near a lake, LCRA may have to begin flood operations before there is time to send the notifications. The notifications will be sent as soon as possible.

LCRA will send notifications of each floodgate opening during a flood event, and for each floodgate opened to move water downstream in lieu of hydroelectric generation during routine operations. LCRA may combine notifications of multiple floodgates opened at the same dam. Subscribers can choose to receive alerts for any or all dams via text, email and/or phone calls. Please refer to the [FONS Terms of Use](#) for more information, including important limitations on the timing of FONS notifications.

The notifications will not be sent for changes in operations (i.e. when a floodgate is later adjusted up or down, or when the gate is completely closed), or during gate testing and maintenance.

Inks Dam does not have floodgates and is designed for floodwaters to pass over its spillway; FONS is activated for Inks Dam when water flows continuously over the spillway.

### **Will LCRA FONS warn me of impending floods? Will it tell me how high water will get in my area?**

LCRA FONS is not a flood warning service. The service is a supplement to, and not a replacement for, vigilance on the part of residents and property owners. Anyone near the lakes or the Colorado River should monitor National Weather Service advisories, watches and warnings; local news media; and heed warnings from local emergency management officials when flooding poses a threat.

### **How do I update my contact information or change my subscription?**

You may update or change your subscription by going to the [RAVE FONS landing page](#).

If you signed up for FONS on or after Oct. 1, 2018, log in using your username and password.

If you signed up for FONS before Oct. 1, 2018, click “Forgot your username” to identify your username, then click “Forgot your password” to set your password.

After logging in, you can change your password, phone number or email address from the landing page. Click on “Opt-in Lists” to set the dams for which you’d like alerts.

### **Where can I get more information?**

Email [FONS@lcra.org](mailto:FONS@lcra.org) or call LCRA FONS at 512-578-3246.

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