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**AN IMPORTANT NOTICE FROM AQUA — MANDATORY WATER-USE RESTRICTIONS
 (MODIFIED STAGE 3)**

Woodcreek Phase 1 and 2, Mountain Crest and Cardinal Valley Water Systems

Dear Aqua Texas Customer:

August 2, 2011

Due to continuing drought conditions, the Hays-Trinity Groundwater Conservation District (District) has directed Aqua Texas to immediately reduce pumping from the aquifer by 30 percent.

Effective Friday, August 5, 2011, mandatory Stage 3 water use restrictions with some modifications will begin. Under the District’s restrictions, the use of hose-end sprinklers or automatic irrigation systems is prohibited at all times. Under our normal Stage 3 reductions, all outside water use except for watering cans or buckets would be prohibited. However, since the District does permit the use of a hand-held hose with an automatic shut-off device (i.e. a nozzle that shuts off when the grip is released), you will be allowed to water landscaped areas with a hand-held hose two days a week during designated times under our modified Stage 3 reductions. Please continue to follow water conservation practices and voluntary reductions in general. We apologize for the severity of the restrictions, but this has been an unusually hot, dry summer. If these restrictions do not achieve a 30 percent reduction in pumping, we will have to further limit all outside watering except by watering can. These restrictions are being imposed to preserve water for essential uses during this period of exceptional drought. The restrictions will remain in effect until the District determines conditions have improved sufficiently to relax them.

You will be allowed to water your landscaping twice each week during two separate watering periods on your designated days. Approved watering days are shown on the table below. **Please use the last number in your street address to find your two designated watering days.**

TWICE WEEKLY WATERING SCHEDULE

(Applicable During Stages 1, 2 or 3)

House # ends in 0	House # ends in 1 or 8	House # ends in 2 or 5	House # ends in 3 or 6	House # ends in 4	House # ends in 7	House # ends in 9
Wednesday	Sunday	Tuesday	Monday	Tuesday	Monday	Sunday
Saturday	Wednesday	Friday	Thursday	Saturday	Friday	Thursday

Required customer water use restrictions:

- Automatic irrigation systems are **prohibited at all times.**
- Hose-end sprinklers are **prohibited at all times.**
- **Hand-held** hoses with automatic shut-off nozzles, faucet-filled buckets or watering cans are permitted for watering landscaped areas on your designated days, but only before 8 a.m. and after 8 p.m. Please do not leave your hose unattended.
- Soaker hoses may be used for landscaped areas and foundations, **but not on lawns, any day** from midnight to 8 a.m. and 8 p.m. to midnight.
- No new filling or refilling of pools is permitted, but topping off existing pools is allowed on designated watering days with a hand-held hose.
- Customers may not use water to wash cars, driveways, sidewalks or streets.

PENALTIES OR CONSEQUENCES FOR NOT FOLLOWING RESTRICTIONS

1. First violation:

Stage 3 – A flow-restricting device can be installed in a customer's line to limit the amount of water that will pass through the meter in a 24-hour period. No prior warning is required, so please follow the restrictions carefully. An unattended hose is a violation. The customer will be provided a copy of the User Drought Contingency Plan.

2. Subsequent violations:

- a. Aqua Texas can install a flow-restricting device in the line to limit the amount of water that will pass through the meter in a 24-hour period. The flow restrictor can be left in the line for up to 60 days or until the district requirements are ended. Aqua may charge the customer for the actual cost of installing and removing the flow-restricting device, not to exceed \$50 for installation and \$50 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 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.

Exemptions or Variances

Aqua Texas may grant any customer an exemption or variance to these restrictions for good cause **upon written request**. A customer who is refused an exemption or variance by Aqua may appeal the denial in writing to the Texas Commission on Environmental Quality. Aqua will treat all customers equally concerning exemptions and variances. No exemption will be retroactive or otherwise justify any violation of this plan that occurred before the issuance of the exemption.

Response Stages

Notice of any modified restrictions or of a more stringent stage will be provided to customers at least 72 hours prior to implementation.

If you have questions about these restrictions or variances, please call Larry Mitchell, Environmental Compliance Coordinator, at (512) 990-4400 ext. 56109, during regular business hours.

Thank you for your cooperation.

Voluntary Practices to Reduce Water Consumption

- Draw less water for baths or reduce shower time.
- Don't let water run while shaving, dish washing, brushing teeth, etc.
- Keep pools covered if not used on a daily basis.
- Use a water displacement device in the toilet tank.
- Install flow restricting aerators on faucets.
- Re-use water when possible.
- Replace fixtures with low-flow or ultra-low-flow fixtures.
- Visit the Water Sense web site at <http://www.epa.gov/WaterSense>

RECEIVED

AUG 03 2011

CITY OF WOODBRIDGE