

WATER CONSERVATION PLAN

RIVER ACRES WATER SUPPLY CORPORATION

15602 Northwest Blvd., Ste. H

Robstown, Texas 78380

(361) 387-2614

April 1, 2021

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Section I

Introduction

The River Acres Water Supply Corporation (RAWS) is located in Nueces County, Texas. RAWS purchases treated water from Nueces County Water Control and Improvement District #3 (NCWCID #3). NCWCID #3 also serves as the system manager for the RAWS water distribution system. Marcos Alaniz, System Manager for NCWCID #3, serves as the Water Conservation Coordinator for this plan. NCWCID #3 obtains its water supply from the Nueces River.

The purpose of a Water Conservation Plan is to identify opportunities to reduce the consumption and loss of water as well as improve the efficiency of water use. This document represents the Water Conservation Plan developed and implemented by River Acres Water Supply Corporation in accordance with TCEQ and the Texas Water Development Board.

A. UTILITY EVALUATION

The Water Conservation Utility Profile (TWDB-1965) was completed with the most current information available. A copy of the Utility Profile is included as Appendix A.

B. PROGRAM GOALS

River Acres Water Supply Corporation understands the importance of developing an effective water conservation plan. Proper planning will help all users conserve water and reduce the contribution of RAWS to the water needs of today as well as in the future. As part of the plan adoption, RAWS must develop 5-year and 10-year goals for per capita use. The water loss reduction goals below were set referencing the 5-year average as the baseline.

Five-Year and Ten-Year Municipal Per Capita Water Use Goals (GPCD)

Description	5-Year Average	Baseline	5-Year Goal for 2025	10-Year Goal for 2030
Total GPCD	101	101	100	99
Residential GPCD	81	81	81	81
Water Loss GPCD	10	10	9	8
Water Loss (%)	9.43%	9.43%	8.42%	7.42%

*Based on TWDB Utility Profile, TWDB-1965

The 5-year goal for 2025 aims for a 1% reduction from the 5-year average water loss for a goal water loss of 9 GPCD. The 10-year goal for 2030 aims for a 2% reduction from the current 5-year average for a goal water loss of 8 GPCD.

C. COORDINATION WITH REGIONAL WATER PLANNING GROUP

The service area for River Acres Water Supply Corporation is located within the Regional Water Planning Area (N) – Coastal Bend. A copy of the adopted Water Conservation Plan has been provided to Region N. A copy of the transmittal is included in Appendix B.

D. PLAN IMPLEMENTATION

This Water Conservation plan was adopted by the RAWS Board of Directors on April , 2021. A copy of the resolution is included in Appendix C.

Section II

Water Conservation Plan

The main goals associated with a long-term water conservation plan for the River Acres Water Supply Corporation involve maintaining a non-wasteful water rate structure, reducing water loss, maintaining RAWS meters through testing and replacement, and providing education and information to all customers. These goals can be achieved through compliance with the follow plan.

A. TARGET GOALS FOR MUNICIPAL WATER USE CONSERVATION

In order to advance water conservation efforts, RAWS has established the following 5- and 10-year target goals for reduction in municipal use including a schedule for implementing the Plan and a method of tracking the implementation and effectiveness.

Five-Year and Ten-Year Municipal Per Capita Water Use Goals (GPCD)

Description	5-Year Average	Baseline	5-Year Goal for 2025	10-Year Goal for 2030
Total GPCD	101	101	100	99
Residential GPCD	81	81	81	81
Water Loss GPCD	10	10	9	8
Water Loss (%)	9.43%	9.43%	8.42%	7.42%

*Based on TWDB Utility Profile, TWDB-1965

RAWS is striving to achieve a 1% reduction in water loss and usage within the next 5 years and a total reduction of 2% within the next 10 years. They will attempt to meet these goals through educational efforts, accurate meter reading, and tracking of water loss.

B. ACHIEVING TARGETS: SCHEDULE OF PROGRAM

In order to maintain a schedule for the implementation of the Water Conservation plan, RAWS must consider the execution of several efforts, many of which will be ongoing and will need to be performed consistently to maintain effectiveness. The following efforts will be implemented to execute the Water Conservation Plan.

1. River Acres Water Supply Corporation should update and provide water conservation educational information to customers annually. This includes the updating of any information currently posted to the RAWS website and pamphlet information available at the RAWS office, including landscape water management.
2. River Acres Water Supply Corporation should review consumption, and water system expenses and revenues annually to determine if the current rate structure is sufficient. Adjustments should be made as determined by the Board of Directors. Schedules of water loss, use, and conservation reports are discussed in Section II, Part J: Means of Implementation.
3. River Acres Water Supply Corporation has recently completed the installation of AMR water meters. All meters for new customers will also be AMR meters.
4. As a good steward of natural resources, River Acres Water Supply will ensure that leaks and repairs be addressed as soon as is practical to minimize and control leakage.

C. TRACKING TARGETS AND GOALS

In order to track the progress of the Water Conservation Plan, RAWs will need to collect information on each effort listed above. The steps outlined below should aid RAWs in tracking the effectiveness of the Water Conservation Plan at achieving the specified goals.

1. To determine if efforts RAWs makes at providing educational materials is effective, the Board of Directors should periodically survey the public to determine if they are receiving the provided information. The Board of Directors should also keep a record of the types and frequency of materials disseminated to the public as well as track the number of public outreach events.
2. The most effective way of determining if RAWs is on track to reaching its 5- and 10-year goals is to monitor the water purchased from NCWCID #3 along with the water sold on an annual basis. With the information RAWs can determine if there is a reduction in water usage in GPCD, and if RAWs has been successful at reducing water loss.
3. To track the implementation of a universal metering and meter replacement/repair program, RAWs should maintain a log of meter replacements, including the address, or description of the meter location.

D. MASTER METER

RAWs currently purchases water from NCWCID #3. Water deliveries from NCWCID #3 are metered by a master water meter that is checked daily by RAWs personnel. NCWID #3 tests and calibrates the master meter on an annual basis and will test and recalibrate more often if requested by RAWs.

E. UNIVERSAL METERING

A primary goal of the Water Conservation Plan is to reduce water loss throughout the system. To meet this objective it is imperative that all customers and water users be metered. Accurate metering provides RAWs the data necessary to accurately account for water loss.

Currently all known water connections are being metered. RAWs currently tests and replaces their customer meters on an as needed basis. When there is a customer complaint or a significant change in the monthly meter reading is noticed, testing is scheduled, and the meter is replaced, as necessary.

All water meters in the RAWs distribution system were replaced with Automatic Meter Reading (AMR) water meters in November 2020. There are a total of 812 new meters and their sizes are distributed as follows:

Size of Meter	Number of Meters
5/8" x 3x4"	718
1"	82
1 ½"	6
2"	6
6"	1

F. WATER LOSS CONTROL PROGRAM

Water loss is the difference between water delivered to RAWs from NCWCID #3 and metered water sales to customers plus authorized but unmetered uses. (Authorized but unmetered uses would include use for firefighting, releases for flushing of lines, uses associated with new construction, etc.) Water loss can include several categories, such as:

- Losses due to inaccuracies in customer meters (customer meters tend to run more slowly as the age and under report actual use),
- Losses due to water main breaks and leaks in water distribution system,
- Losses due to firefighting, and
- Losses due to illegal connections and theft.

Measures to control water loss are part of the routine operations of RAWs. The water distribution system is under continuous observation for leaks by both RAWs personnel and the public. Meter Readers and all other crews are trained to watch for and report signs of water loss and illegal connections so that these issues can be quickly addressed. Newly installed AMR meters allow for accurate water loss tracking. More water loss prevention actions such as visual inspection and leak repair are below in Section II, Part G: Leak Detection and Repair Program.

G. LEAK DETECTION AND REPAIR PROGRAM

A leak detection, location, and repair program is crucial to reducing water loss in the system. By comparing the volume of water purchased from NCWCID #3 to the volume of water sold each month, RAWs can monitor water loss through the system and attempt to reduce water loss as sources are located and eliminated.

RAWs requires all new water facilities to be built to strict specifications which are inspected by RAWs personnel during construction to ensure quality workmanship and materials before the system is accepted for permanent maintenance by RAWs. Soils in the area are generally either heavy clay or black sand with a high water table. Both soils tend to cause leaking water to rise to the surface either as a wet area or bubbling making detection a simple matter.

Repair crews are on duty 24 hours per day, seven days a week, to respond to reports of leaks on mains and services. Transmission mains are inspected regularly in search of leaks and any found are repaired at once. Areas of the water distribution system in which numerous leaks and line breaks occur are targeted for replacement as funds are available.

H. PUBLIC EDUCATION AND INFORMATION

RAWs distributes education and information materials to the public from its administrative office. Conservation information is given to all new customers applying for service and to all customers upon request. Conservation information can also be found on the RAWs webpage: <https://rawscorp.com/conservation-tips> The conservation tips will provide water users the information needed to conserve water, encourage the use of drought tolerant/low water consuming plants and grasses, and require the use of water saving fixtures for all new development. Questions about water saving fixtures can be sent to RAWs for review and approval.

I. RATE STRUCTURE

RAWS currently maintains the rate structure shown below (effective April 1, 2020).

Base Rate: 2000 gallons of water included = \$55.00

Water: For every 1000 gallons usage there after = \$15.00

List of Rate Codes & Billed Costs

Category/Code	Base Rate	Capital Maintenance
Standard Rate Code #3:	\$55.00	\$5.00
Multi-Unit (2 units) Rate Code #9:	\$55.00	\$10.00
Multi-Unit (3 units) Rate Code #10:	\$55.00	\$15.00
Multi-Unit (4 units) Rate Code #11:	\$55.00	\$20.00
Master Metering 1-inch Rate Code #12:	\$70.00	\$10.00
Commercial Rate Code #27:	\$80.00	\$10.00

RAWS's water rates apply a base rate (graduated by size of water meter), which is inclusive of 2,000 gallons of water. The water system also includes a progressive volumetric charge, per 1,000 gallons of usage. An additional copy of the rate structure is found in Appendix D.

J. MEANS of IMPLEMENTATION

The Water Conservation plan was adopted by the RAWS Board of Directors on April , 2021. The adoption of the Water Conservation Plan provides the RAWS staff the ability to implement, enforce, and administer the program. This Water Conservation Plan, at a minimum, should be updated every 5 years.

River Acres Water Supply Corporation shall prepare a Water Conservation Report by May 1 annually to monitor the effectiveness and efficiency of the water conservation program and to plan conservation related activities for the next year. The report will include various water conservation strategies that have been implemented, including the date of implementation. Progress made on five- and ten-year per capita water use goals will also be included. If goals are not being met, reasons documenting why not will be detailed. RAWS will complete a Water Loss Audit by May 1 of each year, as required. Water Use Surveys and annual service area boundary reviews will be completed by March 1 of each year.

K. COORDINATION WITH REGIONAL WATER PLANNING GROUP

The service area for River Acres Water Supply Corporation is located within the Regional Water Planning Area (N) – Coastal Bend. A copy of the adopted Water Conservation Plan has been provided to Region N. A copy of the transmittal is included in Appendix B.

L. DROUGHT CONTINGENCY PLAN

As a customer of NCWCID #3, RAWS adheres to guidelines established by the NCWCID #3 regarding water conservation strategies and consumption limitations during various drought stages. These guidelines are outlined in RAWS's Drought Contingency Plan in Appendix D, adopted January 12, 2021.

Section III

Appendix

- A. Water Conservation Utility Profile, TWDB-1965
- B. Correspondence with Regional Water Planning Group
- C. Adoption Resolution of Water Conservation Plan
- D. Rate Structure
- E. Drought Contingency Plan

APPENDIX A

UTILITY PROFILE FOR RETAIL WATER SUPPLIER

CONTACT INFORMATION

Name of Utility:	River Acres WSC		
Public Water Supply Identification Number (PWS ID):	TX1780013		
Certificate of Convenience and Necessity (CCN) Number:	11084		
Surface Water Right ID Number:			
Wastewater ID Number:			
Contact	First Name:	Marcos	Last Name: Alaniz
	Title:	System Manager	Nueces County Water Control and Improvement District No. 3
Address:	501 E. Main Ave	City:	Robstown State: Texas
Zip Code:	78380 Zip+4:	Email:	MAlaniz@nueceswater3.com
Telephone Number:	361-387-4549	Date:	December 22, 2020
Is this person the designated Conservation Coordinator?		☒ Yes ☐ No	

Error: Subreport could not be shown.

Regional Water Planning Group:	N
Groundwater Conservation District:	

Our records indicate that you:

- ☒ Received financial assistance of \$500,000 or more from TWDB
- ☐ Have 3,300 or more retail connections
- ☐ Have a surface water right with TCEQ

A. Population and Service Area Data

1. Current service area size in square miles: 2.8

UTILITY PROFILE FOR RETAIL WATER SUPPLIER

2. Historical service area population for the previous five years, starting with the most current year.

Year	Historical Population Served By Retail Water Service	Historical Population Served By Wholesale Water Service	Historical Population Served By Wastewater Water Service
2019	2,460	0	0
2018	2,421	0	0
2017	2,460	0	0
2016	2,500	0	0
2015	2,500	0	0

3. Projected service area population for the following decades.

Year	Projected Population Served By Retail Water Service	Projected Population Served By Wholesale Water Service	Projected Population Served By Wastewater Water Service
2020	2,662	0	0
2030	2,899	0	0
2040	3,049	0	0
2050	3,137	0	0
2060	3,201	0	0

4. Described source(s)/method(s) for estimating current and projected populations.

Population projections from TWDB

https://www3.twdb.texas.gov/apps/reports/Projections/2022%20Reports/pop_Region_Search

UTILITY PROFILE FOR RETAIL WATER SUPPLIER

B. System Input

System input data for the previous five years.

Total System Input = Self-supplied + Imported – Exported

Year	Water Produced in Gallons	Purchased/Imported Water in Gallons	Exported Water in Gallons	Total System Input	Total GPCD
2019	0	102,082,722	0	102,082,722	114
2018	0	87,903,220	0	87,903,220	100
2017	0	88,208,000	0	88,208,000	98
2016	0	87,104,000	0	87,104,000	95
2015	0	88,156,122	0	88,156,122	97
Historic Average	0	91,662,042	0	91,662,043	101

C. Water Supply System

1. Designed daily capacity of system in gallons	285,000
2. Storage Capacity	
2a. Elevated storage in gallons:	100,000
2b. Ground storage in gallons:	210,000

UTILITY PROFILE FOR RETAIL WATER SUPPLIER

D. Projected Demands

1. The estimated water supply requirements for the next ten years using population trends, historical water use, economic growth, etc.

Year	Population	Water Demand (gallons)
2021	2,686	99,019,390
2022	2,709	99,867,285
2023	2,733	100,752,045
2024	2,757	101,915,262
2025	2,781	102,521,565
2026	2,804	103,369,460
2027	2,828	104,254,220
2028	2,852	105,427,032
2029	2,875	105,986,875
2030	2,899	106,871,635

2. Description of source data and how projected water demands were determined.

Population projections from TWDB, water demand assumes Total GPCD is constant with Historic Average.

E. High Volume Customers

F. Utility Data Comment Section

Additional comments about utility data.

UTILITY PROFILE FOR RETAIL WATER SUPPLIER

Section II: System Data

A. Retail Water Supplier Connections

1. List of active retail connections by major water use category.

Water Use Category Type	Total Retail Connections (Active + Inactive)	Percent of Total Connections
Residential - Single Family	703	85.73 %
Residential - Multi-Family	76	9.27 %
Industrial	0	0.00 %
Commercial	36	4.39 %
Institutional	5	0.61 %
Agricultural	0	0.00 %
Total	820	100.00 %

2. Net number of new retail connections by water use category for the previous five years.

	Net Number of New Retail Connections						
Year	Residential - Single Family	Residential - Multi-Family	Industrial	Commercial	Institutional	Agricultural	Total
2019	1	10	0	0	0	0	11
2018	0	1	0	0	0	0	1
2017	-12	0	0	0	0	0	-12
2016	0	13	0	0	0	0	13
2015	0	0	0	0	0	0	0

UTILITY PROFILE FOR RETAIL WATER SUPPLIER

B. Accounting Data

The previous five years' gallons of RETAIL water provided in each major water use category.

Year	Residential - Single Family	Residential - Multi-Family	Industrial	Commercial	Institutional	Agricultural	Total
2019	65,478,259	7,080,176	0	3,352,963	465,902	0	76,377,300
2018	70,349,695	7,606,925	0	3,602,416	500,564	0	82,059,600
2017	62,334,368	6,740,226	0	3,191,973	443,532	0	72,710,100
2016	73,455,213	7,942,725	0	3,761,442	522,660	0	85,682,040
2015	55,222,345	5,971,202	0	2,827,786	392,927	0	64,414,260

C. Residential Water Use

The previous five years residential GPCD for single family and multi-family units.

Year	Total Residential GPCD
2019	85
2018	88
2017	77
2016	90
2015	67
Historic Average	81

UTILITY PROFILE FOR RETAIL WATER SUPPLIER

D. Annual and Seasonal Water Use

1. The previous five years' gallons of treated water provided to RETAIL customers.

Month	Total Gallons of Treated Water				
	2019	2018	2017	2016	2015
January	4,568,000	4,461,600	4,607,200	13,387,941	4,524,170
February	3,842,200	5,676,600	5,038,400	5,218,240	4,154,450
March	6,514,300	4,338,200	4,751,500	5,373,870	5,083,350
April	4,398,900	13,228,600	5,409,400	6,076,520	4,893,750
May	4,593,100	8,289,200	9,339,900	5,015,050	5,287,200
June	6,540,500	9,548,700	5,843,700	4,703,800	5,028,100
July	6,896,300	5,333,700	6,974,700	15,700,930	4,531,100
August	11,933,400	6,943,500	8,650,600	6,004,760	7,948,450
September	8,775,800	7,407,800	6,232,700	6,156,030	5,405,640
October	5,442,400	4,765,700	5,467,600	6,288,500	4,175,450
November	7,936,200	4,536,200	5,788,300	5,944,600	7,874,600
December	4,936,200	7,529,800	4,593,100	5,811,800	5,508,000
Total	76,377,300	82,059,600	72,710,100	85,682,040	64,414,260

UTILITY PROFILE FOR RETAIL WATER SUPPLIER

2. The previous five years' gallons of raw water provided to RETAIL customers.

Month	Total Gallons of Raw Water				
	2019	2018	2017	2016	2015
January	0	0	0	0	0
February	0	0	0	0	0
March	0	0	0	0	0
April	0	0	0	0	0
May	0	0	0	0	0
June	0	0	0	0	0
July	0	0	0	0	0
August	0	0	0	0	0
September	0	0	0	0	0
October	0	0	0	0	0
November	0	0	0	0	0
December	0	0	0	0	0
Total	0	0	0	0	0

3. Summary of seasonal and annual water use.

	Summer RETAIL (Treated + Raw)	Total RETAIL (Treated + Raw)
2019	25,370,200	76,377,300
2018	17,025,900	82,059,600
2017	21,499,000	72,710,100
2016	26,409,490	85,682,040
2015	17,507,650	64,414,260
Average in Gallons	21,562,448	76,248,660

UTILITY PROFILE FOR RETAIL WATER SUPPLIER

E. Water Loss

Water Loss data for the previous five years.

Year	Total Water Loss in Gallons	Water Loss in GPCD	Water Loss as a Percentage
2019	13,469,478	15	13.19 %
2018	5,822,689	7	6.60 %
2017	14,395,300	16	16.32 %
2016	5,019,960	5	5.76 %
2015	4,661,671	5	5.29 %
Average	8,673,820	10	9.43 %

F. Peak Day Use

Average Daily Water Use and Peak Day Water Use for the previous five years.

Year	Average Daily Use (gal)	Peak Day Use (gal)	Ratio (peak/avg)
2019	209,253	0	0.0000
2018	224,821	0	0.0000
2017	199,206	0	0.0000
2016	234,104	0	0.0000
2015	176,477	0	0.0000

G. Summary of Historic Water Use

Water Use Category	Historic Average	Percent of Connections	Percent of Water Use
Residential - Single Family	65,367,976	85.73 %	85.73 %
Residential - Multi-Family	7,068,251	9.27 %	9.27 %
Industrial	0	0.00 %	0.00 %
Commercial	3,347,316	4.39 %	4.39 %
Institutional	465,117	0.61 %	0.61 %
Agricultural	0	0.00 %	0.00 %

UTILITY PROFILE FOR RETAIL WATER SUPPLIER

H. System Data Comment Section

RAWS does not check meters daily and could not provide peak day use values. Percent of water use assumed to be equal to percent of connections.

Section III: Wastewater System Data

A. Wastewater System Data NA - no wastewater is provided.

1. Design capacity of wastewater treatment plant(s) in gallons per day: 0

2. List of active wastewater connections by major water use category.

Water Use Category	Metered	Unmetered	Total Connections	Percent of Total Connections
Municipal			0	0.00 %
Industrial			0	0.00 %
Commercial			0	0.00 %
Institutional			0	0.00 %
Agricultural			0	0.00 %
Total			0	100.00 %

3. Percentage of water serviced by the wastewater system: %

UTILITY PROFILE FOR RETAIL WATER SUPPLIER

NA - no wastewater is provided.

4. Number of gallons of wastewater that was treated by the utility for the previous five years.

Month	Total Gallons of Treated Water				
	2019	2018	2017	2016	2015
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
Total					

5. Could treated wastewater be substituted for potable water?

☐ Yes ☐ No

B. Reuse Data NA - no reuse or recycle is conducted by RAWWS.

1. Data by type of recycling and reuse activities implemented during the current reporting period.

Type of Reuse	Total Annual Volume (in gallons)
On-site Irrigation	
Plant wash down	
Chlorination/de-chlorination	
Industrial	
Landscape irrigation (park,golf courses)	
Agricultural	
Discharge to surface water	
Evaporation Pond	
Other	
Total	

UTILITY PROFILE FOR RETAIL WATER SUPPLIER

C. Wastewater System Data Comment

Additional comments and files to support or explain wastewater system data listed below.

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APPENDIX B



Hanson Professional Services Inc.
4501 Gollihar Rd.
Corpus Christi, Texas 78411
(361) 814-9900
Fax: (361) 814-4401
www.hanson-inc.com

March 24, 2021

Carola Serrato
Co-Chair, Region N Regional Water Planning Group
South Texas Water Authority
P.O. Box 1701
Kingsville, TX 78364

Re: River Acres Water Supply Corporation – 2020 Water Conservation Plan

Dear Ms. Serrato:

River Acres Water Supply Corporation (RAWS) is seeking to adopt their 2020 Water Conservation Plan. On behalf of River Acres Water Supply Corporation, transmitted herein, please find one (1) copy of the 2020 Water Conservation Plan.

Since Region N is the water planning group that RAWS is a part of, this Plan is being submitted for your review and comment.

Should you have any questions or need additional information, please let us know.

Sincerely,

HANSON PROFESSIONAL SERVICES INC.

Michelle M. Alvarez, E.I.T.
Water & Wastewater Designer



Hanson Professional Services Inc.
4501 Goliath Rd.
Corpus Christi, Texas 78411
(361) 814-9800
Fax: (361) 814-4401
www.hanson-inc.com

March 24, 2021

Scott Bledsoe, III
Co-Chair, Region N Regional Water Planning Group
Live Oak UAWCD
P.O. Box 3
Oakville, TX 78060

Re: River Acres Water Supply Corporation – 2020 Water Conservation Plan

Dear Mr. Bledsoe:

River Acres Water Supply Corporation (RAWS) is seeking to adopt their 2020 Water Conservation Plan. On behalf of River Acres Water Supply Corporation, transmitted herein, please find one (1) copy of the 2020 Water Conservation Plan.

Since Region N is the water planning group that RAWS is a part of, this Plan is being submitted for your review and comment.

Should you have any questions or need additional information, please let us know.

Sincerely,

HANSON PROFESSIONAL SERVICES INC.

Michelle M. Alvarez, E.I.T.
Water & Wastewater Designer

APPENDIX C

APPENDIX D

RATE STRUCTURE

RAWS currently maintains the rate structure shown below (effective April 1, 2020).

Base Rate: 2000 gallons of water included = \$55.00

Water: For every 1000 gallons usage there after = \$15.00

List of Rate Codes & Billed Costs

Category/Code	Base Rate	Capital Maintenance
Standard Rate Code #3:	\$55.00	\$5.00
Multi-Unit (2 units) Rate Code #9:	\$55.00	\$10.00
Multi-Unit (3 units) Rate Code #10:	\$55.00	\$15.00
Multi-Unit (4 units) Rate Code #11:	\$55.00	\$20.00
Master Metering 1-inch Rate Code #12:	\$70.00	\$10.00
Commercial Rate Code #27:	\$80.00	\$10.00

RAWS's water rates apply a base rate (graduated by size of water meter), which is inclusive of 2,000 gallons of water. The water system also includes a progressive volumetric charge, per 1,000 gallons of usage.

APPENDIX E

River Acres Water Supply Corporation
Drought Contingency Plan

Drought Contingency Plan
For a Retail Public Water Supplier

Name:	River Acres Water Supply Corporation	
Address:	15602 Northwest Blvd., Suit H, Robstown, Texas 78380	
Telephone Number:	(361) 387-2614	Fax:
Water Right No.(s):	11084	
Regional Water Planning Group:	N	
Form Completed by:	Brenda Zimmerman	
Title:	Office Manager	
Person responsible for implementation:	Kaylee Reed	Phone: (361) 387-2614
Signature:		Date:1/12/2021

Drought Contingency Plan.

Introduction

This document is the Drought Contingency Plan (DCP) for the River Acres Water ("RAWS"). This DCP was created so that RAWS can cut back demand when supplies are low so the residents have enough water to make it through a drought. This DCP clearly explains the triggers initiated by a drought and the steps to be taken during each stage of a drought. This DCP only takes effect when there are drought conditions. The DCP has been prepared in accordance with Texas Administrative Code Title 30 Chapter 288 Subchapter B Rule §288.20 for Municipal Uses by Public Water Suppliers

Section I: Declaration of Policy, Purpose and Intent

In order to conserve the available water supply, to protect the integrity of water supply facilities with particular regard for domestic water use, sanitation, and fire protection, to protect and preserve public health, welfare, and safety, and to minimize the adverse impacts of water supply shortage or other water-supply emergency conditions, the River Acres Water Supply Corporation hereby adopts the following regulations and restrictions on the delivery and consumptions of water.

Water uses regulated or prohibited under this Draught Contingency Plan (DCP) are considered to be non-essential, and continuation of such uses during times of water shortage or other emergency water-supply conditions are deemed to constitute a waste of water, which subjects the offender(s) to penalties as defined in this DCP.

The Corporation obtains its water from the Nueces County Water Control and Improvement District No. 3 and is therefore contractually obligated to adhere to drought provisions set forth by that entity.

Section II Public Involvement

A public meeting to receive comments on the DCP was held at the RAWS Board of Directors Regular Meeting on January 12, 2021. The DCP was adopted by the Board of Directors on January 12, 2021.

Section III Public Education

RAWS will periodically provide the public with information about the DCP, including information about the conditions under which each stage of the DCP is to be initiated or terminated, and the drought response measures to be implemented in each stage. This information will be provided by utility bill inserts, notices in the Corpus Christi Caller-Times, and notice on the RAW's website. (<https://rawscorp.com>).

Section IV Coordination with Regional Water Planning Groups

The service area of RAWS is located within the Coastal Bend Regional Water Planning Area (Region N) and RAWS has provided a copy of this DCP to Region N in care of the Nueces River Authority.

Section V Authorization

The RAWS Office Manager, or designee, is hereby authorized and directed to implement the applicable provisions of the DCP upon determination that such implementation is necessary to protect public health, safety, and welfare. The RAWS Office Manager, or designee, shall have the authority to initiate or

terminate drought or other water supply emergency responses as described in this DCP. The Office Manager shall notify the members of the Board of Directors before implementing any measures.

Section VI Application

The provisions of this DCP shall apply to all persons, customers, and property utilizing water provided by RAWs. The terms “person” and “customer” as used in the DCP include individuals, corporations, partnerships, associations, and all other legal entities.

Section VII Definitions

For the purposes of this 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, non-profit establishments and governmental entities such as retail establishments, hotels and motels, restaurants, and office buildings.

Conservation: those practices, techniques, and technologies that reduce the consumption of water, reduce 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 RAWs and paying a retail water bill.

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.

Industrial water use: the use of water in processes designed to convert materials of lower value into forms having greater usability and use.

Institutional water use: the use of water by an establishment dedicated to public service, such as a school, university, church, hospital, nursing home, prison, or government facility. All facilities dedicated to public service are considered institutional regardless of ownership.

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, rights-of-way, and medians.

Non-essential water use: water uses that are not essential or not required for the protection of public, health, safety, and welfare, including: • irrigation of landscape areas, including parks, athletic fields, and golf courses, except as otherwise provided under this DCP; • use of water to wash any motor vehicle, motorbike, boat, trailer, or other vehicle; • use of water to wash down any impervious cover including sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas; • use of water to wash down buildings or structures for purposes other than immediate fire protection or health reasons; • flushing gutters or permitting water to run or accumulate in any gutter or street; • use of water to fill, refill, or add to any indoor or outdoor swimming pools or jacuzzi-type pools; • use of water in an aesthetic feature including fountain or pond except where necessary to support aquatic life; • failure to repair a

controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak; and • use of water from hydrants for construction purposes or any other purposes other than fire-fighting or flushing needed to maintain chlorination levels and protect public health.

Reservoir Capacity: the combined reservoir storage levels of Choke Canyon Reservoir and Lake Corpus Christi, as measured in percentage of the full combined volume.

Wholesale customers: any public or private utility that has a contract with RAWs to receive raw or treated water supplies and authority (through contracts) to resell this water to other users.

Section VIII Criteria for Initiation and Termination of Drought Response Stages

The Office Manager, or designee, shall monitor water supply and/or demand conditions on a weekly basis and shall determine when conditions warrant initiation or termination of each stage of the DCP, that is, when the specified “triggers” are reached. As the Nueces County Water Control and Improvement District No. 3 deems initiation necessary RAWs will follow accordingly.

The triggering criterion to be monitored for determining reservoir system response stages is the combined reservoir storage levels of Choke Canyon Reservoir and Lake Corpus Christi, based on the TCEQ 2001 Agreed Order (amended April 17, 2001) relating to inflows into Nueces Bay and Estuary.

Stage 1 Triggers – Mild Water Shortage Watch

Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses when the combined storage level declines to below 40 percent.

Requirement for termination

Stage 1 of the DCP may be rescinded when the combined storage level increases above 50 percent.

Stage 2 Triggers – Moderate Water Shortage Condition

Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses for Stage 2 of this DCP when the combined storage levels decline to below 30 percent.

Requirement for termination

Stage 2 of the DCP may be rescinded when the combined storage level increases above 40 percent for a period. Upon termination of Stage 2, Stage 1 becomes operative.

Stage 3 Triggers – Critical Water Shortage Condition

Condition Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses for Stage 3 of the DCP when the combined storage levels decline to below 20 percent.

Requirement for termination

Stage 3 of the DCP may be rescinded when the combined storage level increases above 30 percent. Upon termination of Stage 3, Stage 2 becomes operative.

Stage 4 Triggers – Emergency Water Shortage Condition

Requirements for initiation

Customers shall be required to comply with requirements and restrictions for Stage 4 of this DCP when the Office Manager, or designee, determines that a water supply emergency exists based on: • A major water line breaks, or pump or system failures occur, which causes unprecedented loss of capability to provide water service; or • Water production or distribution system limitations; or • Natural or man-made contamination of the water supply source occurs.

Requirement for termination

The emergency water shortage condition may be rescinded when the Office Manager, or designee, deems appropriate.

Section IX: Reservoir System Stages Response Notification

The Nueces County Water Control and Improvement District No. 3 shall monitor water supply and/or demand conditions on a weekly basis and shall determine mild, moderate, severe, critical and emergency water shortage condition exists and RAWs shall implement the following notification procedures.

Notification of the Public:

The Office Manager, or designee, shall notify the public for every change in draught stage status by any or all of the following:

RAWs website (<https://rawscorp.com>)

Publication in the Corpus Christi Caller-Times

Notice on the monthly billing

Signs posted in public places

The Office Manager, or designee, shall, at a minimum, notify directly, or cause to be notified directly, the following individuals and entities for every change in drought stage status:

The Board of Directors

City and/or County Emergency Management Coordinator

County Judge and Commissioners

Major water users, (such as industries) if any

Critical water users (like hospitals) if any

Texas Commission on Environmental Quality (TCEQ) – note - TCEQ Executive Director MUST be informed within five (5) business days of mandatory water use restrictions being imposed.

Section X Reservoir System, Best Management Practices per Stage

A summary of water use reduction targets for each reservoir system stage response is presented in the following table. Further discussion on best management practices and implementation practices

associated with each stage of response is included below. During Stages 2, 3, and 4, requests for exceptions may be presented to the Executive Director of Utilities or designee.

Reservoir System Stage Response	CCR/LCC Combined Reservoir Storage Level	Target Demand Reduction Levels
Stage 1- Mild	<40%	10%
Stage 2 – Moderate	<30%	20%
Stage 3 – Critical	<20%	30%
Stage 4 – Emergency	Not Applicable	50%

Stage 1 Response – MILD Water Shortage Watch

Target: During Stage 1, achieve a 10% reduction in daily treated water demand relative to treated water demand with the water use restrictions below.

Best Management Practices for Supply Management:

Under Stage 1, RAWs will: • Use more repair crews if necessary to allow for a quicker response time for water-line leak repair; and • RAWs, or its designees crews will begin monitoring customers' compliance with Stage 1 restrictions during the course of their daily rounds; • RAWs will use metering technology to track and eliminate leaks.

Water Use Restrictions for Demand Reduction

Under threat of penalty for violation, the following water use restrictions shall apply to all persons during Stage 1:

- a) Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to **once per week**. The watering schedule will be determined by the Office Manager or designee. Customers will be made aware of their designated watering day. However, irrigation of landscaped areas is permitted on any day if it is by means of a hand-held hose (with positive shutoff nozzle), a faucet filled bucket or watering can of five (5) gallons or less, or drip irrigation system with a positive shutoff device. Exceptions for this restriction may be permitted, upon review and approval by the Office Manager or designee, for the following uses: new plantings (for up to 60 days), vegetable gardens, athletic playing fields, and botanical gardens. In addition, this restriction does not apply to customers irrigating with well water or an aerobic septic system.
- b) Use of water from hydrants shall be limited to fire-fighting, 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 RAWs.
- c) Use of water for the irrigation of golf course greens, tees, and fairways is prohibited except on designated watering days. However, if the golf course utilizes treated effluent

or a water source other than that provided through RAWs infrastructure, the facility shall not be subject to these regulations.

- d) The use of water to maintain integrity of building foundations is limited to designated watering days and is only permitted by use of hand-held hose or drip irrigation.

Stage 2 Response – MODERATE Water Shortage Conditions

Target: During Stage 2, achieve a 20% reduction in total daily treated water demand relative to treated water demand with the water use restrictions below.

Best Management Practices for Supply Management:

In addition to the best management practices for supply management listed under Stage 1, RAWs will also do the following during Stage 2: • Eliminate the flushing of water mains unless required for decontamination and/or public safety; and • Review customers' water usage for compliance based on the previous month's water use and notify violators verbally or in writing as the situation dictates.

Water Use Restrictions for Demand Reduction:

All requirements of Stage 1 shall remain in effect during Stage 2 except as modified below:

- a) Irrigation of landscaped areas shall be limited to once every other week. The watering schedule will be determined by the Office Manager or designee. Customers will be made aware of their designated watering day. However, irrigation of landscaped areas is permitted on any day if it is by means of a handheld hose (with positive shutoff nozzle), a faucet filled bucket or watering can of five (5) gallons or less, or drip irrigation system with a positive shutoff device. Exceptions for this restriction may be permitted, upon review and approval by the Office Manager or designee, for the following uses: new plantings (for up to 60 days), vegetable gardens, athletic playing fields, and botanical gardens. In addition, this restriction does not apply to customers irrigating with well water or an aerobic septic system.
- b) The watering of golf course fairways with potable water is prohibited. The watering of greens and tees are limited to once every other week unless the golf course utilizes treated effluent or a water source other than that provided through RAWs infrastructure or done by means of hand-held hoses, handheld buckets, or drip irrigation.

Stage 3 Response – CRITICAL Water Shortage Conditions

Target: During Stage 3, achieve a 30% or greater reduction in daily treated water demand relative to treated water demand with the water use restrictions below.

Best Management Practices for Supply Management:

In addition to the best management practices for supply management listed under Stage 2, RAWs will also do the following during Stage 3:

Upon written notice, disconnect the water meters of willful violators if absolutely necessary to prevent the deliberate wasting of water.

Water Use Restrictions for Demand Reduction:

All requirements of Stage 1 and 2 shall remain in effect during Stage 3 except as modified below:

- a) Irrigation of landscaped areas shall be **prohibited at all times**.
- b) Use of water to wash any motor vehicle, motorbike, boat, trailer, or other vehicle not occurring on the premises of a commercial car wash stations and not in the immediate interest of public health, safety, and welfare is prohibited.
- c) The filling, refilling, or adding of water to swimming pools, wading pools, and jacuzzi-type pools, and water parks (unless non-city, alternative source) is prohibited.
- d) The use of water to maintain the integrity of a building foundation is still permitted on the designated Stage 2 watering day and shall be done by hand or drip irrigation method.
- e) All fountains shall only operate to circulate water in order to maintain equipment.

Optional Measures: During Stage 3, the following measures are optional water use restrictions that may be implemented by the Office Manager, or designee, with Board of Directors approval, as conditions warrant: a) 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 reservoir system response stage shall be in effect.

Stage 4 Response – EMERGENCY Water Shortage Conditions

Target: During Stage 4, achieve a 50% or greater reduction in daily treated water demand relative to treated water demand with the below water use restrictions. Surcharges and reduced allocations are enforceable during Stage 4 water shortage conditions.

Best Management Practices for Supply Management:

In addition to the best management practices for supply management listed under Stage 3, RAWs will also do the following: • Call the 10 largest water customers in the area affected by the emergency condition, and if necessary, use runners in key areas to begin spreading the message of a major outage.

Water Use Restrictions for Demand Reduction:

During Stage 4, all requirements of Stage 1, 2, and 3 shall remain in effect except as modified below:

- a) Irrigation of landscaped areas is absolutely prohibited.
- b) Use of water to wash any motor vehicle, motorbike, boat, trailer, or other vehicle is absolutely prohibited.
- c) Associated uses of water not related to business process which are discretionary, such as equipment washing, shall be deferred until the Stage 5 emergency has been terminated.

Section XI: Water Allocation

In the event that water shortage conditions threaten public health, safety and welfare, the Office Manager is hereby authorized to allocate water according to the following water allocation plan:

SINGLE FAMILY RESIDENTIAL CUSTOMERS

“Household” means the residential premises served by the customer’s meter. “Persons per household” include only those persons currently physically residing at the premises and expected to reside there for the entire billing period. It shall be assumed that a particular customer’s household is comprised of two (2) persons unless the customer notifies RAWs of a greater number of persons per household on a form prescribed by the Office Manager. The Office Manager shall give his/her best effort to see that such forms are mailed, otherwise provided, or made available to every residential customer. If, however, a customer does not receive such a form, it shall be the customer’s responsibility to go to RAWs offices to complete and sign the form claiming more than two (2) persons per household. New customers may claim more persons per household at the time of applying for water service on the form prescribed by the Office Manager. When the number of persons per household increases so as to place the customer in a different allocation category, the customer may notify the RAWs on such form and the change will be implemented in the next practicable billing period. If the number of persons in a household is reduced, the customer shall notify the RAWs in writing within two (2) days. In prescribing the method for claiming more than two (2) persons per household, the Office Manager shall adopt methods to ensure the accuracy of the claim. Any person who knowingly, recklessly, or with criminal negligence falsely reports the number of persons in a household or fails to timely notify RAWs of a reduction in the number of persons in a household shall be fined not less than \$150.00. A monthly base amount of 3,000 gallons shall be established as a trigger point for each customer. Water consumption up to and including this amount will not include a drought surcharge. Above the 3,000 gallon consumption trigger point, with the Board of Directors approval, a reservoir system surcharge will be applied, explained in the chart below.

Residential water customers shall pay the following surcharges:

- Stage 1: No Surcharge
- Stage 2: Optional, water rate may be 1.5 times published rate/1000 gallons
- Stage 3: Water rate will be 2 times published rate for all classes/1000 gallons
- Stage 4: Water rate will be at 3 times published rate for all classes/1000 gallons

MASTER-METERED MULTI-FAMILY RESIDENTIAL CUSTOMERS

The allocation to a customer billed from a master meter which jointly measures water to multiple permanent residential dwelling units (example: apartments, condominiums, mobile homes) shall be allocated 3,000 gallons per month for each dwelling unit. It shall be assumed that such a customer’s meter serves two dwelling units unless the customer notifies RAWs of a greater number on a form prescribed by the Office Manager. The Office Manager shall give his/her best effort to see that such forms are mailed, otherwise provided, or made available to every such customer. If, however, a customer does not receive such a form, it shall be the customer’s responsibility to go RAWs offices to complete and sign the form claiming more than two (2) dwellings. A dwelling unit may be claimed under this provision whether it is occupied or not. New customers may claim more dwelling units at the time of applying for water service

on the form prescribed by the Office Manager. If the number of dwelling units served by a master meter is reduced, the customer shall notify the RAWS in writing within two (2) days. In prescribing the method for claiming more than two (2) dwelling units, the Office Manager shall adopt methods to ensure the accuracy of the claim. Any person who knowingly, recklessly, or with criminal negligence falsely reports the number of dwelling units served by a master meter or fails to timely notify RAWS of a reduction in the number of persons in a household shall be fined not less than \$150.00. Customers billed from a master meter under this provision shall pay the following monthly surcharges:

Residential water customers shall pay the following surcharges:

- Stage 1: No Surcharge
- Stage 2: Optional, water rate may be 1.5 times published rate/1000 gallons
- Stage 3: Water rate will be 2 times published rate for all classes/1000 gallons
- Stage 4: Water rate will be at 3 times published rate for all classes/1000 gallons

COMMERCIAL CUSTOMERS

A monthly water allocation shall be established by the Office Manager, or his/her designee, for each nonresidential commercial customer other than an industrial customer who uses water for processing purposes. The non-residential customer's allocation shall be approximately 90% percent of the customer's usage for corresponding month's billing period for the previous 12 months. If the customer's billing history is shorter than 12 months, the monthly average for the period for which there is a record shall be used for any monthly period for which no history exists. Provided, however, a customer, 90% percent of whose monthly usage is less than 6,000 gallons, shall be allocated 6,000 gallons. The Office Manager shall give his/her best effort to see that notice of each non-residential customer's allocation is mailed to such customer. If, however, a customer does not receive such notice, it shall be the customer's responsibility to contact RAWS to determine the allocation. Upon request of the customer or at the initiative of the Office Manager, the allocation may be reduced or increased if, (1) the designated period does not accurately reflect the customer's normal water usage, (2) one nonresidential customer agrees to transfer part of its allocation to another nonresidential customer, or (3) other objective evidence demonstrates that the designated allocation is inaccurate under present conditions. A customer may appeal an allocation established hereunder to the Water Allocation and Review Committee.

Nonresidential commercial customers shall pay the following surcharges:

- Stage 1: No Surcharge
- Stage 2: Optional, water rate may be 1.5 times published rate/1000 gallons
- Stage 3: Water rate will be 2 times published rate for all classes/1000 gallons
- Stage 4: Water rate will be at 3 times published rate for all classes/1000 gallons

Commercial water customers shall pay the following surcharges:

- Stage 1: No Surcharge
- Stage 2: Optional, water rate may be 1.5 times published rate/1000 gallons
- Stage 3: Water rate will be 2 times published rate for all classes/1000 gallons
- Stage 4: Water rate will be at 3 times published rate for all classes/1000 gallons

INDUSTRIAL CUSTOMERS WHO USE LESS THAN 100,000 GALLONS

A monthly water usage allocation shall be established by the Office Manager or designee for each industrial customer, which uses less than 100,000 gallons of water for processing (e.g., a construction meter).

Method of establishing allocation.

When the combined reservoir capacity is less than 20% of total capacity (Stage 3), the industrial customer allocation shall be 90 percent of the customer's usage for the corresponding month's billing period during the previous 12 months prior to the implementation of Stage 1.

If the customer's billing history is shorter than 12 months, the monthly allocation shall be 1/12 of 90% of the customer's maximum annual contracted amount until 12 months of billing history are established. However, if the industrial customer does not have a water contract and does not have at least 12 months of billing history, then the new industrial customer will provide data regarding expected water use and District will determine allocation based on 90% of expected use to determine initial allocation until 12 months of billing history are established.

The Office Manager shall give his best effort to see that notice of each industrial customer's allocation is mailed to such customer.

If, however, the customer does not receive such notice, it shall be the customer's responsibility to contact the RAWs Billing Office to determine the allocation, and the allocation shall be fully effective notwithstanding lack of receipt of written notice.

Upon request of the customer or at the initiative of the Office Manager, the allocation may be reduced or increased, if, (1) the designated period does not accurately reflect the customer's normal water usage because customer had shut down a major processing unit for overhaul during the period, (2) the customer has added or is in the process of adding significant additional processing capacity, (3) The customer has shut down or significantly reduced the production of a major processing unit, (4) the customer has previously implemented significant permanent water conservation measures, (5) the customer agrees to transfer part of its allocation to another industrial customer, or (6) other objective evidence demonstrates that the designated allocation is inaccurate under present conditions.

Industrial Customers who use less than 100,000 gallons shall pay the following surcharges:

- Stage 1: No Surcharge
- Stage 2: Optional, water rate may be 1.5 times published rate/1000 gallons

Stage 3: Water rate will be 2 times published rate for all classes/1000 gallons

Stage 4: Water rate will be at 3 times published rate for all classes/1000 gallons

INDUSTRIAL CUSTOMERS WHO USE MORE THAN 100,000 GALLONS

A monthly water usage allocation shall be established by the Office Manager or designee for each industrial customer, which uses water for processing (e.g., an industrial customer).

Method of establishing allocation.

When the combined reservoir capacity of Choke Canyon Reservoir and Lake Corpus Christi is less than thirty (30) percent of total capacity (Stage 2), the industrial customer allocation shall be eighty (80) percent of the customer's usage for the corresponding month's billing period during the previous twelve (12) months prior to the implementation of Stage 1 condition.

If the customer's billing history is shorter than twelve (12) months, the monthly allocation shall be one-twelfth of eighty (80) percent of the customer's maximum annual contracted amount until twelve (12) months of billing history are established. However, if the industrial customer does not have a water contract and does not have at least twelve (12) months of billing history, then the new industrial customer will provide data regarding expected water use and RAWs will determine allocation based on eighty (80) percent of expected use to determine initial allocation until twelve (12) months of billing history are established.

The Office Manager shall give his/her best effort to see that notice of each industrial customer's allocation is mailed to such customer.

If, however, the industrial customer does not receive such notice, it shall be the customer's responsibility to contact the RAWs billing office to determine the allocation, and the allocation shall be fully effective notwithstanding lack of receipt of written notice.

Upon request of the industrial customer or at the initiative of the Office Manager, the allocation may be reduced or increased by the Office Manager, if, (1) the designated period does not accurately reflect the customer's normal water usage because customer had to shut down a major processing unit for overhaul during the period, (2) the customer has added or is in the process of adding significant additional processing capacity, (3) the customer has shut down or significantly reduced the production of a major processing unit, or (4) the customer has previously implemented significant permanent water conservation measures.

Industrial customers who use more than 100,000 gallons shall pay for the following surcharges:

Stage 1: No Surcharge

Stage 2: Optional, water rate may be 1.5 times published rate/1000 gallons

Stage 3: Water rate will be 2 times published rate for all classes/1000 gallons

Stage 4: Water rate will be at 3 times published rate for all classes/1000 gallons

Section XII: Enforcement

No person shall knowingly or intentionally allow the use of water from RAWS for residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner contrary to any provision of this DCP, or in an amount in excess of that permitted by the drought response stage in effect at the time pursuant to action taken by Office Manager. Any person that violates requirements set forth by this DCP shall be subjected to the following penalties:

Water Restriction Violations:

- 1st Offense: Written Notice
- 2nd Offense: Disconnect service with a \$150.00 reconnect fee
- 3rd Offense: Disconnect service with a \$300.00 reconnect fee
- 4th Offense: Disconnect service with a \$500.00 reconnect fee
- 5th Offense: Disconnect service with no reconnect (customer may file an appeal to the Water Allocation and Review Committee)

Any person whose name is on file with the utilities billing office as the customer on the water account for the property where the violation occurs or originates shall be presumed to be the violator, and proof that the violation occurred on said premises shall constitute prima facie evidence that the customer committed the violation, but said customer shall have the right to show that he did not commit the violation.

Section XIII: Variances

The Office Manager, or his/her designee, may, in writing, grant temporary variance for existing water uses otherwise prohibited under this DCP if it is determined that failure to grant such variance would cause an emergency condition adversely affecting the health, sanitation, or fire protection for the public or the person requesting such variance and if one or more of the following conditions are met:

- (a) Compliance with this DCP cannot be technically accomplished during the duration of the water supply shortage or other condition for which the Plan is in effect.
- (b) Alternative methods can be implemented which will achieve the same level of reduction in water use.

Persons requesting an exemption from the provisions of this Resolution shall file a petition for variance with RAWS within 5 days after the DCP or a particular drought response stage has been invoked. All petitions for variances shall be reviewed by the Office Manager, or his/her designee, and shall include the following:

- (a) Name and address of the petitioner(s).
- (b) Purpose of water use.
- (c) Specific provision(s) of the DCP from which the petitioner is requesting relief.

- (d) Detailed statement as to how the specific provision of the Plan adversely affects the petitioner or what damage or harm will occur to the petitioner or others if petitioner complies with this Resolution.
- (e) Description of the relief requested.
- (f) Period of time for which the variance is sought.
- (g) Alternative water use restrictions or other measures the petitioner is taking or proposes to take to meet the intent of this Plan and the compliance date.
- (h) Other pertinent information.

XIV: Adoption of Plan

On January 12, 2021, the Drought Contingency Plan was discussed at a public meeting of the Board of Directors. The Board Meeting agenda was posted along with other items as part of the normal dissemination of the Board Meeting agenda. At this time the Board of Directors adopted the Drought Contingency Plan. Office Manager, Kaylee Reed was named enforcement agent. Office Manager, Brenda Zimmerman will be responsible for the annual reporting of the utility profile in accordance to TWDB and TCEQ.