



CUSTOMER NOTIFICATION

March 25, 2014

Dear Deer Creek Water Customer,

In light of persistent low lake levels (38% of capacity), the LCRA board recently passed a new rule that should lake levels remain below 1.1 million acre feet, as of March 1, 2014, all firm water customers will be required to implement a one day per week watering schedule. To meet these requirements, Deer Creek water is moving into Stage 3 of its Drought Contingency Plan with a minimum reduction target of 20% of normal water demand **effective immediately**.

Advancement to Stage 3 most significantly limits landscape irrigation to a mandatory once per week watering schedule based on your address. In addition, the new rule includes provisions for LCRA to impose escalating penalties to be levied on Deer Creek Water, for non-compliance of enforcing the new rule. Therefore, Deer Creek Water will strengthen enforcement efforts to mitigate non-compliance with Stage 3 restrictions.

Stage 3 Mandatory Restrictions are listed on the reverse page of this notification.

It is very important that Deer Creek Water customers ensure their irrigation systems are modified to meet the once per week settings based on their address. It is also important to point out that even though many residents contract with landscape businesses to perform their yard maintenance, it is the responsibility of the water customer, not the landscape contractor, to ensure that their irrigation system meets the mandatory restrictions. It is therefore imperative that this is communicated with your landscape contractors; and, after your system is set for the restrictions, that only you authorize any changes to the irrigation system. The water customer, not the landscape contractor, will be fined for any non-compliance violation.

Stage 3 Penalties are listed on the reverse page of this notification.

The weather forecasts for the next three months are for dry conditions to persist. If dry conditions continue to the point of a drought of record, LCRA's Water Management Plan I will impose a mandatory curtailment of water usage to all firm water customers. LCRA projects with the current weather outlook, even with advance restrictions imposed and agriculture water cut off, we could hit that record later this summer.

Stage 2, implemented in September 2011 limited the use of outdoor irrigation to twice weekly; Stage 3, **effective immediately** limits outdoor irrigation to once a week. The desire of Deer Creek Water is to ensure that we have an adequate water supply for our future use and avoid the possible advancement to Stage 4, where outdoor watering would not be allowed. Our goal is to continue the beautiful nature of our community while working with residents on improving the efficient use of water in a critical drought situation.

Thank you for taking an active role in conserving your community's water.


Sam J. Hammett, President of Deer Creek Water



STAGE 3- RESTRICTIONS AND PENALTIES
EFFECTIVE IMMEDIATELY

RESTRICTIONS

In conjunction with the prohibition of watering between the hours of 10:00 am and 7:00 pm, outdoor watering shall be restricted to once a week **on your assigned watering day**, (except by means of hand-held hose or faucet filled bucket or watering can) with watering allowed under the following Lawn/Landscape schedule:

RESIDENTIAL CUSTOMERS

Monday- Addresses ending in 1 or 2

Tuesday- Addresses ending in 3 or 4

Wednesday- Addresses ending in 5 or 6

Thursday- Addresses ending in 9 or 0 or properties with no assigned number

No residential watering is allowed on Saturday or Sunday

- All lawn & landscape irrigation shall be done in an efficient manner and the wasting of water from lawn & landscape irrigation shall be prohibited
- Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or any other vehicles is prohibited except on designated watering days between the hours of 12:00 midnight and 10:00 am and between 8:00 pm and 12:00 midnight. Such washing, when allowed, shall be done with a hand-held bucket or a hand-held hose equipped with a positive shutoff nozzle.
- Use of water to fill, refill, or add to any indoor or outdoor swimming pools, wading pools, or Jacuzzi-type pools is prohibited except on designated watering days between 12:00 midnight & 10:00 am, and 8:00pm and 12:00 midnight.
- Operation of any ornamental fountain or pond for aesthetic or scenic purposes is prohibited except where necessary to support aquatic life or where such fountains or ponds are equipped with a recirculation system.
- The following uses of water are defined as non-essential and are prohibited:
 - wash down of any sidewalks, walkways, driveways, parking lots, tennis courts or other hard surfaced areas, the use of water for dust control, the flushing gutters or permitting water to run or accumulate in any gutter or street, the failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s).

PENALTIES

During drought conditions, Deer Creek Water Co may follow these enforcement provisions:

First Documented Violation: Customer is notified of actions to be taken if violations continue

Second Documented Violation: Issue surcharge No. 1, \$100

Third Documented Violation: Issue surcharge No.2 , \$200

Fourth Documented Violation: Cut off service; Tariff-required reconnection fee and \$200 deposit required