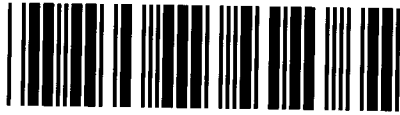




Control Number: 44232



Item Number: 3

Addendum StartPage: 0

House Bill (HB) 1600 and Senate Bill (SB) 567 83rd
Legislature, Regular Session, transferred the functions
relating to the economic regulation of water and sewer
utilities from the TCEQ to the PUC effective
September 1, 2014

4-3-11 CCN- 11117

To: Sheresia Perryman at TCEQ
From: Norma Grubert, owner

44232

ARROYO DOBLE WATER SYSTEM, INC.
P.O. BOX 733
MANCHACA, TX 78652

Re: Copies of new approved draught
contingency plan that were
mailed to customers 4-1-11
with their monthly bill.

RECEIVED
2015 JAN 12 AM 11:31
PUBLIC UTILITY COMMISSION
FILING CLERK

This is a sample of the
material mailed to each customer
on 4-1-11.

Please call me if you have
any questions - 512-312-1501.

RECEIVED
TCEQ
WATER SUPPLY DIV.
201 APR 5 PM 11:18

3

- Bill stapled here -

RECEIVED
TOST
WATER SUPPLY DIV.
2011 APR 5 PM 11:18

TO: Customers of Arroyo Doble Water System, Inc.
FROM: Nean Grubert

RE: New Drought Contingency Plan – approved by Texas Commission on
Environmental Quality on 1-21-11

The enclosed information replaces the old drought contingency plan from 2000.
Please destroy the old plan if you still have it in your files. Please keep this information
in a safe place, so you can refer to it in the coming months (and years) to review details
of any restrictions that Barton Springs Edwards Aquifer Conservation District may
implement because of drought.

Some info is the same in both plans – but there are also changes in the new plan.

Pages 2 – 8 are general information Page 9 explains the Water Conservation Period

Page 10 explains Alarm Stage Drought (mandatory restrictions)

Page 11 explains Critical Stage Drought (mandatory restrictions)

BSEACD notified me Alarm Stage may be declared as soon as 4-12-11. Let's hope for
rain! Call me if you have questions – 312-1501.

Water Conservation Period and Drought Stage Responses

Water Conservation Period

This period will be in effect between May 1 and September 30 every year when not already in a declared drought period. ARROYO DOBLE WATER SYSTEM, INC. will be expected to follow voluntary water use measures during this water conservation period. This status will be prominently noted on the next regular billing cycle but not more than 20 days following May 1.

Goal: Voluntary overall 10% monthly reduction.

User Recommended Actions:

Indoor

- Check for toilet and faucet leaks and repair any found leaks immediately.
- Use water displacement device in toilet tank or replace older model toilets with HET models when possible.
- Install aerators on faucets.
- While waiting for hot water to reach faucet, catch cold water in a container to be reused.
- Don't leave faucets running when not in use.
- Never use the toilet to dispose of trash.
- Only run dishwasher with full load.
- Keep drinking water in a container in the refrigerator.
- Reduce use of garbage disposal.
- Wash only full loads of laundry.
- Turn off master water shutoff when out of town or on vacation.
- Draw less water for bath or reduce shower time.
- Do not over water houseplants.

Outdoor

- Comply with 5-day schedule for lawn watering and always only water between 8pm and 8am
- For Automatic Sprinkler systems:
 - check sprinkler heads regularly to prevent clogging
 - adjust to eliminate overspray and
 - adjust run times and frequency monthly to respond to water schedules and changing rainfall and temperature conditions.
- Use hand-held hose, drip irrigation, or soaker hoses for trees, garden, non-turf areas and bedded plants.
- Avoid watering on windy days.
- Cut lawns on highest setting and leave lawn clippings on lawn instead of bagging.
- For hose-end sprinklers - use sprinkler timers to limit water duration.
- Use mulch to conserve soil moisture.
- Limit vehicle washing except when conducted with a bucket or hand-held hose with an automatic shutoff device during designated watering days and times (if possible, use a commercial car wash that recycles water).
- Wash vehicles over lawn areas where possible.
- Vehicle wash fundraisers should be conducted at a commercial vehicle wash facility using such facilities equipment.
- Keep pools covered when not in use.
- Limit pool filter backwashing to only when necessary.
- No washing of driveways, sidewalks, or streets.
- Utilize supplemental water sources where possible (e.g. purchased water, collected rainwater, etc.).
- Utilize water reuse where possible.

Utility Recommended Actions:

- Utility employees and system operators should regularly monitor the service area for occurrences of waste.
- Visually inspect lines and repair leaks on a regular basis.
- Place yard signs and/or posters in visible places within the service area to remind users of the Water Conservation Period.
- Provide historic customer water use to customer upon customer request.
- Include on each water bill a conspicuous reminder of "Water Conservation Period" (please use this terminology) and a link to the District's web site.

Penalties or Consequences:

- Notices for waste and/or for monthly consumption in excess of 35,000 gallons/connection.

RECEIVED
WATER SUPPLY DIV.
2011 APR 5 AM 11:11

DEPARTMENT OF ENVIRONMENTAL QUALITY
REC'D 11 17 JAN 21 11

Alarm Stage Drought

Upon notification by the Barton Springs/ Edwards Aquifer Conservation District that the District has declared the aquifer to be in an Alarm Stage Drought, ARROYO DOBLE WATER SYSTEM, INC. will activate the Alarm Stage measures of its UDCP.

Requirement: Mandatory overall 20% monthly reduction.

User/Utility Recommended Actions:

- Continued measures of User Conservation Plan and "Recommended Actions" of the Water Conservation Period. Mandatory compliance with "Mandatory Actions" listed below.

User Mandatory Actions:

- Maximum allowable monthly consumption of the greater of 12,000 gallons/connection or 4,000 gallons/capita.
- Irrigation of lawn areas with hose-end sprinklers or automatic irrigation systems shall comply with a 5-day watering schedule between the hours of 8pm and 8am or at anytime if it is by means of a soaker hoses, drip irrigation system, hand-held hose, a faucet-filled bucket or watering can of five (5) gallons or less.
- Use hand-held hose, drip irrigation, or soaker hoses for trees, garden, non-turf areas and bedded plants during designated water days and times.
- Use of soaker hoses for foundation protection shall be limited to designated water days and times
- Vehicle washing shall be prohibited except when conducted with a bucket or hand-held hose with an automatic shutoff device during designated watering days and times (if possible, use a commercial car wash that recycles water).
- Filling or refilling of pools is prohibited. Topping off of existing pools for essential maintenance purposes is permitted only during designated watering days and times.
- 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 nonessential and are prohibited:
 1. wash down of any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
 2. use of water to wash down buildings or structures for purposes other than immediate fire protection;
 3. use of water for dust control;
 4. flushing gutters or permitting water to run or accumulate in any gutter or street;
 5. failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and
 6. any waste of water.

Utility Mandatory Actions:

- Utility employees and system operators shall regularly monitor the service area for occurrences of waste and UDCP violations.
- Conduct a monthly Leak Detection Survey and immediately repair all identified leaks in the system.
- Irrigation of common areas is prohibited except by hand-held hose, soaker hoses, or drip irrigation on a 5-day watering schedule between the hours of 8pm and 8am.
- Place yard signs and/or posters in visible places within the service area to remind users of the "Alarm Stage Drought".
- Provide historic customer water use to customer upon customer request.
- Include on each water bill a conspicuous reminder of "Alarm Stage Drought" (please use this terminology) and a link to the District's drought poster.
- Flushing is prohibited except for dead end mains.

Penalties or Consequences:

- Written warnings for 1st occurrence of waste, UDCP violations, or excessive consumption.
- Assessment of surcharges and fines for continued waste, UDCP violations, or excessive consumption (if applicable).
- After 2nd written warning, possible installation of flow restrictors on connections with continued waste, UDCP violations, or excessive consumption. The utility may charge the customer for the actual cost of installing and removing the flow restricting device, not to exceed \$50.00.
- Possible service cutoff & reconnection fee on connections with continued waste, UDCP violations, or excessive consumption.

R 0011117 JAN 21 11
COKO

Critical Stage Drought

Upon notification by the Barton Springs/ Edwards Aquifer Conservation District that the District has declared the aquifer to be in a Critical Stage Drought, *ARROYO DOBLE WATER SYSTEM, INC.* will activate the Critical Stage measures of its UDCP.

Requirement: Mandatory overall 30% monthly reduction.

User/Utility Recommended Actions:

- Continued measures of User Conservation Plan and "Recommended Actions" of the Water Conservation Period. Mandatory compliance with "Mandatory Actions" listed below.

User Mandatory Actions:

- Users shall continue compliance with the mandatory actions of Alarm Stage Drought.
- Maximum allowable monthly consumption of the greater of 9,000 gallons/connection or 3,000 gallons/capita.
- Irrigation of lawn and landscaped areas by automatic sprinkler systems and hose-end sprinklers is prohibited. Watering is permitted only by hand-held hoses with automatic shutoff devices during designated water days and times.
- All vehicle washing is prohibited.

Utility Mandatory Actions:

- Utility shall continue compliance with mandatory actions of Alarm Stage Drought.
- Conduct a weekly Leak Detection Survey and repair all identified leaks in the system.
- Place yard signs and/or posters in visible places within the service area to remind users of the "Critical Stage Drought" (please use this terminology).
- Flushing is prohibited except for dead end mains and only between the hours of 9pm and 3am

Penalties or Consequences:

- Written warnings for 1st occurrence of waste, UDCP violations, or excessive consumption.
- Assessment of surcharges and fines for continued waste, UDCP violations, or excessive consumption (if applicable).
- After 2nd written warning, possible installation of flow restrictors on connections with continued waste, UDCP violations, or excessive consumption. The utility may charge the customer for the actual cost of installing and removing the flow restricting device, not to exceed \$50.00.
- Possible service cutoff & reconnection fee on connections with continued waste, UDCP violations, or excessive consumption.

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

8 0011117 JAN 20 11

APPROVED TARIFF BY

SP/SP

**SECTION 4.0
DROUGHT CONTINGENCY
AND
WATER CONSERVATION PLAN**

Arroyo Doble Water System, Inc

PREPARED BY

Arroyo Doble Water System, Inc.
12710 Eagle Nest
Buda, Texas 78610

August 2009

TEXAS COMM. ON ENVIRONMENTAL QUALITY

RECEIVED JAN 21 2011

APPROVED RIFF BY SP/SP



BS/EACD USER CONSERVATION PLAN (UCP)

For

ARROYO DOBLE WATER SYSTEM, INC.

The above named permittee has adopted this User Conservation Plan as required by the Barton Springs/Edwards Aquifer Conservation District to comply with District Rule 3-6.3. The permittee will:

Customers

1. Promote and encourage installation and use of water saving plumbing fixtures in existing homes. Promotion will take place through information available upon customer request.
2. Promote the replacement of water using appliances with more water efficient varieties. Promotion will take place through mail outs and creation of incentive programs.
3. Promote customer household leak detection and repair.
4. Promote and encourage water efficient landscape practices such as water-wise landscape design and drip irrigation for new turf and landscaping. Promotion will take place through mail outs and creation of incentive programs.
5. Promote and encourage conversion of high water use turf and landscapes to native and water-wise designs for existing turf and landscaping. Promotion will take place through mail outs and creation of incentive programs.
6. Implement a five-day watering schedule during the District Water Conservation Period, based on street addresses of the customers.
7. Encourage and promote minimum soil depth (6" or greater) for new residential turf and landscaping.
8. Send notices at the start and end of the District Water Conservation Period to remind customers to check, repair, and make adjustment to automatic sprinkler systems as necessary.
9. Require dedicated irrigation meters for all new industrial and commercial customers.
10. Assist customers with automatic sprinkler systems by providing information and materials on conducting irrigation audits and efficient operation of the sprinkler system to avoid waste (adjustment of controllers, installation of rainwater shutoff devices, etc).

Operations

11. Conduct periodic system water audits and system water loss assessment to determine illegal connections, abandoned services, etc. Use results to revise meter testing and repair practices, reduce unauthorized water use, improve accounting for unauthorized water use, and implement effective water loss management strategies.
12. Implement and continue an on-going program of system leak detection and repair, which shall include the consideration and utilization of improved technology when possible. Cut off vacant houses; verify there are no leaks.
13. Monitor high usage customers and provide additional support and encouragement to promote efficient and effective use and to reduce wasteful practices.
14. Limit flushing of dead-end mains and fire hydrants.

Dead-end mains - drain only as needed to prevent stale water and/or customer complaints.

Fire hydrants - open twice yearly to maintain proper operation.

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

RECEIVED 1 1 1 3 JAN 24 11

APPROVED TARIFF BY: SP/SP

15. In next rate case for consideration by the Texas Commission on Environmental Quality (TCEQ), make application for a conservation-oriented rate structure and amendments to the tariff to include authorization to implement temporary water rates, the assessment of surcharges to encourage water conservation, and other available measures to encourage water conservation.
16. Require applicants for service to comply with the permittee rules, plans, and regulations as approved by the District and the TCEQ.
17. Continue customer meter testing and meter repair and replacement programs. Set a goal of achieving accuracy of within plus or minus 5.0% in order to measure and account for the amount of water diverted from the source of supply.
18. Implement system-wide prohibition on water waste. Enforce prohibitions with applicable authority, including citations or notices to violators. Set up a special water waste line that will be listed on the billings. Follow up and investigate calls.

General

19. Specify quantified five-year and ten-year targets for water savings. Include goals for water loss programs and for municipal use (in gallons per capita per day).
20. Promote and encourage voluntary indoor and outdoor conservation measures through examples at Company office(s).
21. Send a copy of the User Conservation Plan and the User Drought Contingency Plan to each customer.
22. Include drought stage and conservation information in customer billings. Include historic water use and customer water use comparisons in customer billings.
23. Assist the District in the distribution of conservation and educational materials.
24. Periodically review and evaluate this conservation plan and implement revisions to the plan as necessary.

Plan Adoption & Enforcement Procedure

The user conservation plan must include a means of implementation and enforcement which shall be evidenced by 1) a copy of the ordinance, regulations, resolution, contractual agreements, or tariff indicating official adoption of the water conservation plan by the water supplier; and 2) a description of the authority by which the water supplier will implement and enforce the conservation plan.

Declaration of Policy, Purpose, and Intent

I, Norma J. Grubert, being the responsible official for Arroyo Doble Water System, Inc., agree to comply with all the applicable District Rules and agree to implement and enforce the measures of the enclosed plan through the enforcement authority and procedures identified herein.

Norma J. Grubert
(Signature)

8-26-09
(Date)

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

RECEIVED 11 17 JAN 2011
APPROVED TARIFF BY SP/SP



BS/EACD
USER DROUGHT CONTINGENCY PLAN (UDCP)

for

ARROYO DOBLE WATER SYSTEM, INC.

Your Company/Facility Name Here

CCN# 11117

PWS# 2270069

AUGUST 26, 2009

INTRODUCTION

This UDCP will enable ARROYO DOBLE WATER SYSTEM, INC. to manage its water system and water resources in a conscientious, fair, and appropriate manner during certain situations when water use reductions are necessary. It is not designed to punish, stigmatize, or criticize anyone about their usage of water. Its sole intent is to maintain an adequate supply of water during the various stages of drought conditions or other water supply emergencies, which may occur from time to time.

ARROYO DOBLE WATER SYSTEM, INC. believes that significant reductions in water usage can be achieved through drought triggered water use restrictions and voluntary efforts by end-users. Implementation of voluntary water conservation measures and conscientious water use practices are encouraged at all times; however, additional water use restrictions are required in cases of extreme drought, periods of abnormally high usage, system contamination, or extended reduction in ability to supply water due to equipment failure. During drought, these efforts, if sufficiently effective, may delay the depletion of spring flows at Barton Springs and aquifer water levels until sufficient recharge is available to replenish the Aquifer. Should drought conditions reach more severe levels, ARROYO DOBLE WATER SYSTEM, INC. has planned and is prepared to restrict or curtail certain types of usage.

SECTION 1 Declaration of Policy, Purpose, and Intent

ARROYO DOBLE WATER SYSTEM, INC., in its continuing effort to maintain an adequate supply of high quality water, has prepared this UDCP with the guidance of the Barton Springs/Edwards Aquifer Conservation District (District). In order to maintain supply, storage, or pressure; or to comply with regulatory requirements, temporary restrictions may be instituted to limit non-essential water usage. This UDCP satisfies and complies with District Rules 3-7.5 and 3-7.7 related to Drought Management.

I, NORMA J. GRUBERT (*print name*), being the responsible official for ARROYO DOBLE WATER SYSTEM, INC. (*name of utility*), agree to comply with all the applicable District Rules and the measures of the enclosed User Drought Contingency Plan, and to officially adopt the enclosed plan through the appropriate vehicle (i.e. ordinance, TCEQ tariff amendment, policy amendment, etc.)

Norma J. Grubert
 (Signature)

8-26-09
 (Date)

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

CCN# 11117 JAN 21 2010

APPROVED TARIFF BY SP/SP

SECTION 2 Public Involvement

Opportunity for the public to provide input into the preparation of the Plan was provided by:
(Check at least one of the following)

☐ Scheduling and providing public notice of a public meeting to accept input on the Plan.

The meeting took place at: Date: _____ Time: _____ Location: _____

☐ Mailed survey with summary of results (attach survey and results)

☒ Bill insert inviting comment (attach bill insert)

☐ Other method _____

SECTION 3 Public Education

The ARROYO DOBLE WATER SYSTEM, INC. (name of utility) will periodically provide the public with information about the Plan, including information about the conditions under which each stage of the Plan is to be initiated or terminated, and the drought response measures to be implemented in each stage. Drought plan information will be provided by: (check at least one of the following)

☐ public meeting

☐ press releases

☒ utility bill inserts

☐ other _____

SECTION 4 Coordination with Regional Water Planning Groups

The service area of the ARROYO DOBLE WATER SYSTEM, INC. (name of utility) is located within Regional Water Planning Group K (K or L). ARROYO DOBLE WATER SYSTEM, INC. (name of utility) has mailed a copy of this Plan to the RWPG.

SECTION 5 Notice Requirements

The District will notify permittees of the implementation or termination of each stage of the water restriction program. Permittees must then provide notice to each customer by a special mailing or hand delivery prior to implementation or termination of each stage of the water restriction program. Notice of the District declaration must be provided at least 72 hours prior to the start of water use restrictions. If notice is hand delivered, the utility cannot enforce the provisions of the plan for 24 hours after notice is provided. The written notice to customers will contain the following information:

1. the date restrictions will begin
2. the circumstances that triggered the restrictions
3. the stages of response and explanation of the restrictions to be implemented and
4. an explanation of the consequences for violations.

Prior to implementing Alarm or Critical Drought Stage, the utility must notify the TCEQ by telephone at (512)239-4691 or by electronic mail at watermon@tceq.state.tx.us and must notify in writing the District and the Public Drinking Water Section at MC - 155, P.O. Box 13087, Austin, Texas 78711-3087 within five (5) working days of implementation. This notification must include a copy of the utility's restriction notice. The utility must file a status report of its restriction program with the TCEQ at the initiation and termination of mandatory water use restrictions.

RECEIVED JAN 21 11

SECTION 6 Enforcement Procedure & Plan Adoption

The UDCP must include a means of implementation and enforcement in accordance with District Rule 3-7.5(E). For District-permitted CCN holders, this shall be evidenced by the submittal to the District of an affidavit that demonstrates: 1) the procedures for enforcing this UDCP 2) the CCN holder has incorporated all enforcement measures and surcharges available under TCEQ rules; and 3) the system end-users have been informed of the authority and intent to enforce the measures of the UDCP.

☐ An affidavit demonstrating all of the above requirements has been submitted to the District.

SECTION 7 Exemptions or Variances

The utility may grant any customer an exemption or variance from the UDCP for good cause upon written request. If such a request may cause a District permittee to violate the provisions of District Rule 3-7.7, a permittee may request a variance to the this rule in accordance with District Rule 3-7.10. A customer who is refused an exemption or variance by a utility may appeal such action of the utility in writing to the TCEQ. The utility will treat all customers equally concerning exemptions and variances, and shall not discriminate in granting exemptions and variances. No exemption or variance shall be retroactive or otherwise justify any violation of this Plan occurring prior to the issuance of the variance.

SECTION 8 Drought Stage Triggers

Water Supply Contamination or System Outage: In the event of system supply contamination or system outage, the permittee shall implement the response measures of Critical Stage Drought.

Demand Based Triggers: (check at least one and fill in the appropriate values)

<u>Trigger</u>		<u>Alarm Stage</u>	<u>Critical Stage</u>
		%	%
<input type="checkbox"/> Percent of drinking water treatment capacity reaches:			
<input checked="" type="checkbox"/> Total daily demand as % of pumping capacity _____		60%	75%
<input checked="" type="checkbox"/> Total daily demand as % of storage capacity _____		60%	70%
<input type="checkbox"/> Pump hours per day _____		_____ hrs	_____ hrs
<input type="checkbox"/> Production or distribution limitations			
<input type="checkbox"/> Other _____			

Supply Based Triggers: Upon notification of an Alarm or Critical Stage Drought declaration by the District, ARROYO DOBLE WATER SYSTEM, INC. (name of utility) will activate the respective response measures of its UDCP.

SECTION 9 Alternate Water Source: NONE

SECTION 10 Water Conservation Period and Drought Stage Responses:

ARROYO DOBLE WATER SYSTEM, INC. (name of utility) will perform the actions specified below and in the attached tables as an integral part of the UDCP.

RECORDED 117 JAN 21 11

No Drought Status – ARROYO DOBLE WATER SYSTEM, INC. (name of utility) will:

- implement the measures of the adopted User Conservation Plan (UCP) at all times;
- implement the applicable measures outlined in this plan during the Water Conservation Period;
- insure that each employee has received a copy of the UDCP (in Spanish if necessary) and have staff available to answer employee questions;
- interface with the District and provide timely information on water levels and water quality, and pumpage demands; and
- conduct a Leak Detection Survey and repair all identified leaks. End-users are required to notify the Public Water Supply of any known or observed leaks. This program will be an ongoing effort by the Public Water Supply.

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

RECEIVED 11 17 JAN 21 11

SP/SP

