

Drought Contingency Plan For

Undine Development, LLC

(“Undine”)

DBA Greenshores



May 2024

Homeowners Summary – May 2024

Water supply availability in the Austin Region is continuing to be depleted due to increasing development while supply decreases.

LCRA requires compliance with Drought Plans and is putting plans in place to potentially reduce our water allotments by 20%.

1. According to TCEQ, outdoor watering is non-essential water usage.
2. LCRA says no more than TWICE per week irrigation in Stage 1 and no more than ONCE per week outside watering during Stages 2 and 3.
3. Auto irrigation systems are not to be used during the day, from the hours of 10 am - 7 pm.
4. Undine's DCP, coordinated with the LCRA, has been revised to include harsher penalties for violations, including FLOW RESTRICTORS for the 3rd violation.
5. **MAXIMUM USAGE AMOUNTS** have been set as follows:
 - Stage 1 and 2 – 40,000 gallons per month (10,000 per week)
 - Stage 3 – 30,000 gallons per month (7,500 per week)
 - Stage 4 – 25,000 gallons per month (6,250 per week)
 - Stage 5 – 20,000 per month (5,000 per week)

Usage over these amounts shall be considered a violation of the DCP.

6. In addition to the LCRA Drought Plan Triggers, the following drought stages apply to the Greenshores water system:

Stage 1- when usage is 70% of treatment capacity

Mandatory - reduce water use by limiting watering to TWICE per week.

Stage 2- when usage is 80% of treatment capacity

Auto Irrigation systems are to be set for no more than ONCE per week, in accordance with the schedule. It is recommended that each zone should be set to irrigate for no more than 15 minutes. Vehicle washing with hose having shut off valve is allowed only on watering days. No washing of impervious surfaces; walks, drives, courts, etc.

Stage 3- when usage is 85% of treatment capacity

Auto irrigation to be no more than once per week in accordance with the schedule. It is recommended that each zone should be set to irrigate no more than 12 minutes in total. No outdoor washing with hose or pressure washer. No washing of impervious surfaces; walks, drives, courts, etc.

Stage 4- when usage is 100% of treatment capacity

Auto irrigation is prohibited.

Irrigation of foundations, trees and gardens is allowed with a hand-held hose with a working on/off nozzle, bucket, drip irrigation or soaker hoses irrigation only for **six hours** between the hours of 7 a.m. and 10 a.m. or 7 p.m. and 10 p.m. one day per week on the designated outdoor water use day.

Stage 5- when usage is 110% of treatment capacity

NO outdoor water use.

VIOLATIONS

Violations shall include: (1) warning; (2) fine, ranging from \$100 to \$2,000; (3) implementation of flow reduction to the violator residence for 7 days, and; (4) disconnection of water service for 7 days. Fines shall be included as surcharges to the water bill and must be paid to avoid disconnection of water service.

WATERING SCHEDULE

TWICE PER WEEK

Days of the week	Mon/Thurs	Tue/Fri	Wed/Sat	Thurs/Sun	Fri/Mon
Address ending in	9,5	2,8	1,7	0,3	6,4

ONCE PER WEEK

Day of the week	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Address ending in	2	1	4, 7	3, 6	8, 9	0	5

Stage 1

Irrigation of landscaped areas with automatic or manual irrigation systems or hose-end sprinklers shall be limited to no more than TWICE weekly for no more than **15 hours** between the hours of 7:00 pm and 10:00 am.

Stage 2

Irrigation of landscaped areas with automatic or manual irrigation systems or hose-end sprinklers shall be limited to no more than ONCE weekly for no more than **15 hours** between the hours of 7:00 pm and 10:00 am.

Stage 3

Irrigation of landscaped areas with automatic or manual irrigation systems or hose-end sprinklers shall be limited to a maximum ONCE weekly for no more than **6 hours** between the hours of 7 a.m. and 10 a.m. or 7 p.m. and 10 p.m. one day per week.

Stage 4

Irrigation of foundations, trees and vegetable gardens is allowed with a hand-held hose with a working on/off nozzle, bucket, drip irrigation or soaker hoses irrigation only for **six hours** between the hours of 7 a.m. and 10 a.m. or 7 p.m. and 10 p.m. one day per week.

Stage 5

NO outside water usage.

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DROUGHT CONTINGENCY PLAN FOR INVESTOR-OWNED UTILITIES WATER USE

1.0 Declaration of Policy, Purpose and Intent

The Lower Colorado River Authority (LCRA) provides contracts to firm customers for water supply. In cases of extreme drought, periods of abnormally high usage or system contamination, or extended reduction in ability to supply water due to equipment failure, LCRA may require water customers to institute temporary restrictions to limit nonessential water usage. This Drought Contingency Plan (Plan) is designed to protect the available water supply and protect the integrity of water supply facilities, with regard for domestic water use, sanitation and fire protection during these periods or other water supply emergencies.

Water uses regulated or prohibited under this Plan are considered nonessential and continuation of such uses during times of water shortage or other emergency water supply conditions is deemed to constitute a waste of water.

2.0 Authorization

The designated manager or official of Undine is hereby authorized and directed to implement the applicable provisions of this plan upon determination that such implementation is necessary to protect public health, safety and welfare. The designated manager or official of Undine shall have the authority to initiate or terminate drought or other water supply emergency response measures as described in this Plan.

3.0 Public Education

The designated manager or official of Undine will periodically provide its employees, members, and the public with information about this Plan, including the importance of the Plan, information about the conditions under which each stage of the Plan is to be initiated, processes used to reduce water use, and impending or current drought conditions.

4.0 Coordination with Regional Planning Groups

Undine has provided a copy of this Plan to the Lower Colorado Regional Planning Group (Region K).

5.0 Notice Requirements

Undine shall notify the executive director of the Texas Commission on Environmental Quality and LCRA General Manager in writing within five (5) business days of the implementation of any mandatory provisions of the Drought Contingency Plan.

6.0 Permanent Water Use Restrictions

The following restrictions apply to the Undine - Greenshores water utility system on a year-round basis, regardless of water supply or water treatment plant production conditions. According to the restrictions, a water user **must not**:

- 1) Irrigate outdoors using an automatic or manual irrigation systems or hose-end sprinklers more than twice per week or outside scheduled days and times as set forth in the watering schedule in Appendix A (the "*Undine Water System - Watering Schedule.*").
- 2) Fail to repair a controllable leak, including a broken sprinkler head, a leaking valve, leaking or broken pipes, or a leaking faucet.
- 3) Operate an irrigation system:
 - with a broken head;
 - with a head that is out of adjustment and the arc of the spray head is over a street, driveway, or parking area;
 - with a head that is fogging or misting because of excessive water pressure; or
 - between the hours of 10 a.m. and 7 p.m.
- 4) During irrigation, allow water:
 - to run off a property and form a stream of water in a street for a distance of 50 feet or greater; or
 - to pool in a street or parking lot to a depth greater than one-quarter of an inch.

7.0 Initiation and Termination of Response Stages

The Undine designated manager or official shall monitor water supply and demand conditions on a regular basis and shall determine when conditions warrant initiation and termination of each stage of this Plan in accordance with LCRA's Water Management Plan. Water supply conditions will be determined by the source of supply, system capacity and weather conditions. Water demand will be measured by the peak daily demands on the system.

Public notification of the initiation or termination of drought response stages shall be by a variety of ways (e.g., bill inserts, email, automated telephone calls, signs posted at entry points to the service area, social media posts, website content or a combination of these methods).

The following triggering criteria shall apply to Undine's Greenshores water utility system and customer service area.

7.1 Triggering Criteria for Initiation and Termination of Drought Response Stages

- **Drought Contingency Plan Stage 1 - Mild Water Shortage Conditions**

A. **Requirements for initiation** - Customers shall be requested to adhere to the Stage 1 Drought Response Measures when one or more these criteria occur:

1. Treatment Capacity:

- When maximum daily usage equals or exceeds 70% of the treatment plant capacity for 3 consecutive days.

2. Water Supply:

- Combined storage of lakes Travis and Buchanan falls below 1.1 million acre-feet, in accordance with the LCRA Drought Contingency Plan for Firm Water Customers (DCP).

B. **Requirements for termination** - Stage 1 of the plan may be rescinded when:

1. Treatment Capacity:

- The water treatment plant capacity condition listed above as a triggering event for Stage 1 has ceased to exist for five consecutive days; or
- The Usage has fallen below the 70% threshold and remained below that level for 3 consecutive days.

2. Water Supply:

- Combined storage of lakes Travis and Buchanan reaches 1.2 million acre-feet.

(2) **STAGE 2 - Moderate Water Shortage Conditions (Mandatory Measures)**

A. **Requirements for initiation** - Customers shall be required to adhere to the Stage 2 Drought Response Measures when one or more of these criteria occur:

1. Treatment Capacity:

- When maximum daily usage equals or exceeds 80% of the treatment plant capacity for 3 consecutive days.

2. Water Supply:

- Combined storage of lakes Travis and Buchanan falls below 900,000 acre-feet, in accordance with the LCRA DCP; or
- On March 1 or July 1, the combined storage of lakes Travis and Buchanan is below 1.1 million acre-feet and the prior three-months of inflows cumulative total is less than the 25th percentile of historical inflows for that three-month period, in accordance with the LCRA DCP; or

B. **Requirements for termination** - Stage 2 of the Plan may be rescinded when:

1. Treatment Capacity:

- The water treatment plant capacity condition listed above as a triggering event for Stage 2 has ceased to exist for five consecutive days; or
- Usage has fallen below the 80% threshold and remained below that level for 5 consecutive days.

2. Water Supply:

- Combined storage of lakes Travis and Buchanan reaches 1.1 million acre-feet.

Upon termination of Stage 2, Stage 1 becomes operative unless the criteria for terminating Stage 1 is also met.

(3) STAGE 3 - Severe Water Shortage Conditions (Mandatory Measures)

A. **Requirements for initiation** - Customers shall be required to adhere to the Stage 3 Drought Response Measures when one or more of these criteria occur:

1. Treatment Capacity:

- When maximum daily usage equals or exceeds 90% of the pump's withdrawal capacity for 3 consecutive days.

2. Water Supply:

- Combined storage of lakes Travis and Buchanan falls below 750,000 acre-feet, in accordance with the LCRA DCP.

B. **Requirements for termination** - Stage 3 of the Plan may be rescinded when:

1. Treatment Capacity:

- Usage has fallen below the 90% threshold and remained below that level for 5 consecutive days.

2. Water Supply:

- Combined storage of lakes Travis and Buchanan reaches 825,000 acre-feet.

Upon termination of Stage 3, Stage 2 becomes operative unless the criteria for terminating Stage 2 is also met.

(4) STAGE 4- Critical Water Conditions

A. **Requirements for initiation** - Customers shall be required to adhere to the Stage 4 Drought Response Measures when one or more of these criteria occur:

1. Treatment Capacity:
 - Major water line breaks, loss of distribution pressure or pump system failures that cause substantial loss in the ability to provide water service.
 - When total daily demand equals or exceeds 100% in a single day.
2. Water Supply:
 - Combined storage of lakes Travis and Buchanan reaches 600,000 acre-feet
 - The LCRA Board of Directors declares a Drought Worse than Drought of Record or other water supply emergency and orders the mandatory curtailment of firm water supplies.

B. Requirements for termination - Stage 4 of the Plan may be rescinded when:

1. Treatment Capacity:
 - The water treatment plant capacity condition listed above as a triggering event for Stage 4 has ceased to exist for five consecutive days; or
2. Water Supply:
 - LCRA announces that mandatory Stage 4 water restrictions for firm water customers are no longer required in accordance with the LCRA DCP.

Upon termination of Stage 4, Stage 3 becomes operative unless the criteria for terminating Stage 3 is also met.

(5) STAGE 5- Emergency Water Conditions

A. Requirements for initiation - Customers shall be required to adhere to the Stage 5 Drought Response Measures when one or more of these criteria occur:

1. Treatment Capacity:
 - Major water line breaks, loss of distribution pressure or pump system failures that cause substantial loss in the ability to provide water service.
 - When total daily demand equals or exceeds 110% in a single day.
2. Water Supply:
 - Natural or man-made contamination of the water supply source; or
 - Any other emergency water supply or demand conditions that the LCRA general manager or the LCRA Board determines either constitutes a water supply emergency or is associated with a Drought Worse than Drought of Record declaration requiring the mandatory curtailment of firm water supplies at a level more severe than in Stage 4.

B. Requirements for termination - Stage 5 of the Plan may be rescinded when:

1. Treatment Capacity:
 - The water treatment plant capacity condition listed above as a triggering

event for Stage 5 has ceased to exist for five consecutive days; or

2. Water Supply:

- LCRA announces that mandatory water restrictions for firm water customers are no longer required in accordance with the LCRA DCP.

Upon termination of Stage 5, Stage 4 becomes operative.

8.0 Drought Response Measures

8.1 Targets for Water-Use Reductions

(1) STAGE 1 - Mild Water Shortage Conditions (Mandatory Measures)

System Capacity Reduction Target: Limit daily water demand to no more than 70% for three days.

Water Supply Reduction Target: Achieve a 10% reduction in water use.

(2) STAGE 2 - Moderate Water Shortage Conditions (Mandatory Measures)

System Capacity Reduction Target: Limit daily water demand to no more than 80% for three days.

Water Supply Reduction Target: Achieve a 20% reduction in water use.

(3) STAGE 3 - Severe Water Shortage Conditions (Mandatory Measures)

System Capacity Reduction Target: Limit daily water demand to no more than 85% for three days.

Water Supply Reduction Target: Achieve a 25% reduction in water use.

(4) STAGE 4 - Critical Water Shortage Conditions (Mandatory Measures)

System Capacity Reduction Target: Less than 100% for one day.

Water Supply Reduction Target: Achieve a 30% reduction in water use.

(5) STAGE 5 - Emergency Water Shortage Conditions (Mandatory Measures)

System Capacity Reduction Target: Less than 110%.

Water Supply Reduction Target: As determined by the LCRA Board.

8.2 Retail Customers Measures

(1) STAGE 1 - Mild Water Shortage Conditions

A. Supply Management Measures:

1. Undine will review system operations and identify ways to improve system efficiency and accountability.
2. Undine will review this document and associated enforcement mechanisms and prepare for an increased level of enforcement.

B. Demand Management Measures:

1. Irrigation of Landscaped Areas. **If the combined storage of lakes Buchanan and Travis is less than 1.1 million acre-feet**, irrigation of landscaped areas shall be limited to a no more than TWICE weekly watering schedule. Irrigation of commercial landscapes and recreational area (including public parks) may apply for a variance but must still develop a schedule where no part of the landscape is watered more than twice per week. (*See Appendix A – Undine Water System - Watering Schedule.*)
2. The Maximum monthly usage (which may be measured on a weekly basis) for Greenshores residential customers shall be set for Stage1 at 40,000 gallons.
3. Undine will ask customers to comply with the remaining water-use restrictions outlined in Stage 2 of the Plan.
4. Undine will actively share drought-related information and the need to conserve.
5. If appropriate, Undine will explore ways to implement permanent water efficiency ordinances relating to uses such as vehicle washing facilities, pressure washing equipment, drought-tolerant landscaping for all new landscapes and irrigation evaluations for large properties.

(2) STAGE 2 - Moderate Water Shortage Conditions (Mandatory Measures)

A. Supply Management Measures:

1. Apply all water-use restrictions prescribed for Stage 2 of the Plan for Undine/Greenshores utility-owned facilities and properties.
2. Undine will explore ways to reduce system water loss by measures such as fixing leaks, replacing old meters and recycling line flush water, as appropriate.
3. Undine will explore ways to increase use of recycled wastewater to reduce irrigation of public parks with potable water, as appropriate.
4. Undine will actively share drought-related information, including current and projected water supply conditions, water supply restrictions and the need to conserve to its retail customers, including publicly posting notice of entering or exiting Stage 2 on Undine's website.
5. Undine will actively enforce the irrigation watering restrictions.

B. Demand Management Measures:

Under threat of penalty, the following water-use restrictions shall apply to all retail water customers:

1. Irrigation of Landscaped Areas:

- a. **If the combined storage of lakes Buchanan and Travis is less than 900,000 acre-feet or 1.1 million acre-feet and the low inflows trigger applies**, irrigation of landscaped areas with hose-end sprinklers or automatic or manual irrigation systems shall be limited to no more than ONCE weekly for no more than **15 hours** respectively as determined by Undine. Irrigation of commercial landscapes and recreational areas (including public parks) may apply for a variance but must still develop a schedule where no part of the landscape is watered more than once per week. (See *Appendix A – Undine Water System - Watering Schedule*.)
- b. The Maximum monthly usage (which may be measured on a weekly basis) for Greenshores residential customers shall be set for Stage 2 at 40,000 gallons.
- c. Outdoor watering hours will be limited to **15 hours** per day before 10 a.m. and after 7 p.m. on designated days as determined by Undine (See *Appendix A – Undine Water System - Watering Schedule*). This prohibition does not apply to irrigation of landscaped areas if it is by means of:
 - i. a hand-held hose with a positive shut-off device; or
 - ii. a faucet-filled bucket or watering can of 5 gallons or less.
- d. New landscapes may be installed and revegetation seeding performed under these specific criteria:
 - i. A completed variance form for new landscapes has been submitted to the Undine and has been approved prior to the installation of the landscape, or re-vegetation seed application.
 - ii. Irrigation of the new landscape follows the schedule identified in the new landscape variance. The schedule will be developed to minimize water waste.
 - iii. Areas being revegetated for soil stabilization must also comply with the (i) and (ii) specific criteria above. Alternative options to revegetation such as mulch may be available in times of low water supply. Additional information regarding options is available in the LCRA Highland Lakes Watershed Ordinance Technical Manual.
 - iv. Variances for new landscapes may be issued for a period of no more than 30 days from the day of issuance. A variance is not an exemption from compliance with the permanent water use restrictions under Section 9.2 of this plan. Variances will not be granted for seasonal “color bed” or temporary grass installation (overseeding).

- v. New landscapes may only be installed if no more than 50% of the new irrigated landscaped area is water-conserving natural turf and only drought-tolerant or native plants are installed.

2. Vehicle Washing:

Use of water to wash any motor vehicle, such as a motorbike, boat, trailer or airplane, is prohibited except on designated watering days before 10 a.m. or after 7 p.m. Such activity, when allowed, shall be done with a hand-held bucket or a hand-held hose equipped with a positive shut-off nozzle. A vehicle may be washed anytime at a commercial car wash facility or commercial service station. This activity is exempt from these regulations if the health, safety and welfare of the public are served by washing the vehicle, such as a truck used to collect garbage or used to transport food and perishables.

3. Pools:

- a. Draining and refilling is permitted only onto pervious surfaces or onto a surface where water will be transmitted directly to a pervious surface, and only if:
 - i. Draining excess water from pool due to rain in order to lower water to maintenance level;
 - ii. Repairing, maintaining or replacing pool components that have become hazardous; or
 - iii. Repair of a pool leak.
- b. Public/community swimming pools are allowed to fill or replenish water in order to maintain safe levels of water quality for human contact and for maintenance as outlined above.

4. Outside Water Features:

- a. Operation of outside water features except for ornamental fountains with a 4-inch emission or fall of water¹ that are recirculating is prohibited except where such features are used for aeration necessary to sustain aquatic life or maintain water quality. (This provision includes recirculating fountains associated with aesthetic ponds and swimming pools unless required for filtration).
- b. Operation of outdoor misting systems at a commercial facility is allowed only between 4 p.m. and midnight.
- c. Splash pad type fountains must be recirculating and should have an automatic timer shut-off feature when not in use unless public health and safety is compromised by installing a shut-off feature.

5. Ponds:

¹ Adopted from the City of Austin's 2012 Drought Contingency Plan update, which went through an extensive public input process. This measure was proposed by the fountain industry through that process.

Ponds used for aesthetic, amenity and/or storm water purposes may maintain water levels only as necessary to preserve the integrity of the liner and operating system. Undine may request specific design documentation regarding a pond and the intended purpose.

6. Golf Courses:

Golf courses receiving any amount of treated water from Undine must either develop a drought contingency plan that meets the minimum water reduction target set for Stage 2 or adopt the LCRA sample golf course drought contingency plan.

7. Events:

Events involving the use of water such as: car washes, festivals, parties, water slides and other activities involving the use of water are permitted, if the water being used drains to a recirculating device or onto a pervious surface to prevent water waste.

a) A charity car wash may not be conducted unless it occurs at a commercial vehicle washing facility.

8. Restaurants:

Restaurants, bars and other commercial food or beverage establishments are encouraged not to provide drinking water to customers unless a specific request is made by the customer for drinking water.

9. Hotels/motels:

The owner or operator of a hotel, motel short-term rental or other establishment that offers or provides lodging or rental accommodations for compensation are encouraged to offer a towel and linen reuse water conservation option to its lodgers, renters or customers and maintain signage about the opportunity to participate in each guest room, suite, or property.

10. Fire Hydrants:

Use of water from fire hydrants shall be prohibited for landscape irrigation, filling pools, operating fountains and car washing. Water should be transported only for the purpose of firefighting or providing minimal water needed for indoor use where auxiliary sources are inadequate and activities necessary to maintain public health, safety and welfare, or for construction use. Transport of water other than for firefighting requires a variance and a meter.

11. Athletic fields

Watering should follow a no more than once-per-week schedule per irrigated area unless the athletic fields are actively used for organized sports practice, competition or exhibition events when irrigation outside of the standard weekly schedule is necessary to protect the health and safety of the players, staff or officials present for the athletic event.

- a) All ornamental landscape areas around facilities with athletic fields shall follow general landscape irrigation restrictions.
- b) A variance must be filed with Undine for watering outside of the once per week irrigation schedule stated in Appendix A.

12. Water Waste

The following nonessential uses of water are prohibited during periods in which restrictions are in effect:

- a. Washing sidewalks, walkways, driveways, parking lots, street, tennis courts and other impervious surfaces is prohibited except for immediate health and safety.
- b. Use of water to wash buildings, houses or structures with a pressure washer is restricted to equipment that is fitted with a water recycling unit and a spray nozzle using no more than 3.5 gallons of water per minute and employing a working trigger shut-off with a protective weep mechanism. Use of water to wash buildings with a hand-held hose with a positive shut-off nozzle is allowed.
- c. Use of water to control dust is prohibited, unless there is a demonstrated need to do so for reasons of public health and safety, or as part of an approved construction plan.

(3) STAGE 3 - Severe Water Shortage Conditions (Mandatory Measures)

A. Supply Management Measures:

1. Undine will aggressively reduce system water loss by measures such as fixing leaks, replacing old meters and recycling line flush water, as appropriate for the utility system.
2. Undine will actively share drought-related information, including the current and projected water supply conditions, water supply restrictions and the need to conserve to its retail customers including publicly posting notice of entering or exiting Stage 3 on Undine's website.
3. In addition to measures implemented in the preceding stages of the plan, Undine will explore additional emergency water supply options.

- #### **B. Demand Management Measures:** Under threat of penalty, all retail customers are required to further reduce nonessential water uses as follows. All requirements of Stage 2 shall remain in effect during Stage 3, with the following modifications and additions.

1. Irrigation of Landscaped Areas:

- a. **If the combined storage of lakes Buchanan and Travis is less than or equal to 750,000 acre-feet**, irrigation of landscaped areas with automatic or manual irrigation systems or hose-end sprinklers shall be limited to a maximum once a week watering schedule for no more than **6 hours**. Irrigation of commercial landscapes and recreational areas (including public parks) may apply for a variance but must still develop a schedule where no part of the landscape is watered more than once per week. (*See Appendix A – Undine Water System - Watering Schedule.*)
- b. The Maximum monthly usage (which may be measured on a weekly basis) for Greenshores residential customers shall be set for Stage3 at 30,000 gallons.
- c. Outdoor watering hours for hand watering will be limited to 15 hours a day, before 10 a.m. or after 7 p.m. on designated days as determined by Undine (*See Appendix A – Undine Water System - Watering Schedule*). The allowed methods of irrigation of landscaped areas are:
 - i. a hand-held hose with a positive shut-off device;
 - ii. a faucet-filled bucket or watering can of 5 gallons or less;
 - iii. a soaker hose; or
 - iv. tree gator watering bags.
- d. New landscapes may only be installed if:
 - i. a 30-day watering schedule variance has been applied for and accepted;
 - ii. no more than 25% of the new irrigated landscaped area is natural turf. Turf must be water-conserving;
 - iii. only drought-tolerant or native plants are installed; and
 - iv. sprinkler irrigation is prohibited in planting beds.
- e. Revegetation of disturbed areas due to construction is allowed, if required by local, state, or federal regulations. A temporary watering variance must be granted by Undine.

2. Vehicle Washing:

Use of water to wash any motor vehicle, such as a motorbike, boat, trailer or airplane, is prohibited except on designated watering days between 7 a.m. and 10 a.m. and between 7 p.m. and 10 p.m. Such activity, when allowed, shall be done with a hand-held bucket or a hand-held hose equipped with a positive shut-off nozzle. A vehicle can be washed at any time at a commercial car wash facility or commercial service station that recycles its water. This activity is exempt from these regulations if the health, safety and welfare of the public are served by washing the vehicle, such as a truck used to collect garbage or used to transport food and perishables.

3. Pools:

Installation of swimming pools is prohibited except when equipped with an automatic pool cover. Public/community swimming pools may be exempt from this prohibition to maintain safe levels of water quality for human contact.

4. Outside Water Features:

- a) Operation of ornamental fountains is prohibited.
- b) Operation of outside water features, is only allowed when such features are used for aeration necessary to sustain aquatic life or maintain water quality. (This provision includes fountains associated with aesthetic ponds and swimming pools.)
- c) Operation of residential aesthetic or recreational devices such as water slides is prohibited.
- d) Operation of outdoor misting systems at a commercial facility is allowed only between 4 and 8 p.m.

5. Ponds:

Ponds used for aesthetic, amenity and/or stormwater purposes may maintain water levels only necessary to preserve the integrity of the liner and operating system and meet the LCRA Highland Lakes Watershed Ordinance or other applicable non-point source pollution regulation. Undine may request specific design documentation regarding a pond and the intended purpose.

6. Golf Course:

Golf courses receiving any amount of treated water from Undine utility must either develop a drought contingency plan in accordance with Undine's Drought Contingency Plan and implement its Stage 3 mandatory restrictions in conjunction with the water provider or adopt the LCRA sample golf course drought contingency plan.

7. Events:

Events involving the use of water such as car washes, festivals, parties, water slides, and other activities involving the use of water are prohibited.

8. Recreational areas (includes municipal parks and common areas):

Irrigation of recreational areas with potable water must follow the six-hour weekly irrigation schedule outlined in section B1, and watering of recreational areas should be prioritized by frequency of use. Unnecessary foot traffic should be discouraged. Watering using an auxiliary source such as recycled water is exempt from these restrictions.

9. Athletic fields:

A variance including a map of active play areas that must be irrigated with automatic sprinkler systems for sports practice and competition must be filed with Undine if irrigation falls outside of the normal watering schedule listed in Appendix A. The irrigation must be necessary to protect the health and safety of the players, staff, and officials present for athletic events.

- a) All ornamental landscape areas around facilities with athletic fields shall follow general landscape irrigation restrictions.
- b) All athletic fields that are not actively used for sports practice and competition shall follow general landscape irrigation restrictions.

10. Water Waste:

The following additional nonessential uses of water are prohibited at all times during periods in which restrictions have gone into effect.

- a) Pressure washing is prohibited but variances may be granted by Undine on the designated watering day for health and safety purposes only. Pressure washing equipment must be fitted with a spray nozzle that does not use more than 3.5 gallons of water per minute and has a trigger shut-off.

(4) STAGE 4 – Critical Water Shortage Conditions

Under threat of penalty for violation, all retail customers are required to reduce non-essential water uses during an emergency. All requirements of stages 1 through 3 are also in effect during Stage 4, with the following modifications and additions:

- A. The Maximum monthly usage (which may be measured on a weekly basis) for Greenshores residential customers shall be set for Stage 4 at 25,000 gallons.
- B. Irrigation of ornamental turfgrass is prohibited. The use of hose-end sprinklers and automatic irrigation systems, including drip irrigation, are prohibited except as provided under item C below.
- C. Irrigation of foundations, trees and vegetable gardens is allowed with a hand-held hose with a working on/off nozzle, bucket, drip irrigation or soaker hoses irrigation only for **six hours** between the hours of 7 a.m. and 10 a.m. or 7 p.m. and 10 p.m. one day per week on the designated outdoor water use day as determined by Undine.
- D. New landscapes irrigated with spray irrigation are prohibited. New irrigated turf grass is prohibited. Undine may issue new landscape variances for planting beds installed with drought-tolerant or native plants specified in the Grown Green Plant Guide as having low or very low water needs

(<http://austintexas.gov/department/grow-green/plant-guide>) and irrigated with point source drip irrigation or hand-held hose.

- E. Use of water to operate outside water features, including fountains, outdoor misting systems and splash pads, is prohibited.
- F. Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle is prohibited, except as required for public health and safety purposes. Commercial car washing facilities, except facilities that recycle water, may operate for health and safety purposes only.
- G. Golf courses receiving any amount of treated water from Undine utility must either develop a drought contingency plan in accordance with Undine's Drought Contingency Plan and implement its Stage 4 mandatory restrictions in conjunction with the water provider or adopt the LCRA sample golf course drought contingency plan.
- H. The filling or replenishing of single-family residential swimming pools is only allowed if the pool is covered with a pool cover when not in use.
- I. Public/community swimming pools are allowed to fill or replenish water in order to maintain safe levels of water quality for human contact.

Upon declaration of Stage 4, water use restrictions outlined in Stage 3 shall immediately apply.

(5) STAGE 5 – Emergency Water Shortage Conditions

Under threat of penalty for violation, all retail customers are required to reduce non-essential water uses during an emergency. All requirements of Stages 1 through 4 are also in effect during Stage 5, with the following modifications and additions:

- A. The Maximum monthly usage (which may be measured on a weekly basis) for Greenshores residential customers shall be set for Stage 5 at 20,000 gallons.
- B. Irrigation of landscaped areas is prohibited.
- C. Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle is prohibited. This activity is only exempt from these regulations if the health, safety and welfare of the public are served by washing the vehicle, such as a truck used to collect garbage or used to transport food and perishables.
- D. Use of water from fire hydrants shall be limited to firefighting and activities necessary to maintain public health, safety and welfare.
- E. No applications for new, additional, expanded or larger water service connections, meters, service lines, pipeline extensions, mains or water service

facilities of any kind shall be allowed or approved.

Upon declaration of Stage 5, water use restrictions outlined in Stage 4 shall immediately apply.

9.0 Enforcement

9.1 Enforcement Provisions

The following enforcement provisions shall apply to Undine / Greenshores water customers:

Appendix B – Enforcement Provisions for Water Supply Corporations and Investor-Owned Utilities

9.2 Variances & Exception

(1) Undine staff may grant variances for:

- A. Temporary watering schedules for new landscapes that use drought-resistant landscaping or water-conserving natural turf. Temporary watering schedule variances also are allowed for revegetation of disturbed areas due to construction, or if required by local, state, or federal regulations. Temporary watering schedule variances shall include the following limitations:
 - A 30-day temporary watering schedule must be applied for and issued before the irrigation may begin;
 - Days 1 thru 10: Automatic irrigation or hose-end sprinklers are allowed every day except between the hours of 10 a.m. and 7 p.m.;
 - Days 11-20: Automatic irrigation or hose-end sprinklers are allowed every other day except between the hours of 10 a.m. and 7 p.m.;
 - Days 21-30: Automatic irrigation or hose-end sprinklers are allowed every third day except between the hours of 10 a.m. and 7 p.m.; and
 - Day 31: User return to the watering schedule as defined in *Appendix A – Undine Water System - Watering Schedule.*
 - Hand watering is allowed anytime with a hose equipped with a positive shut-off nozzle.
- B. Exemption from specific applications of the outdoor water schedule, providing that the variances do not increase the time allowed for watering but rather alter the schedule for watering.
- C. Allowing the use of alternative water sources (i.e., groundwater, reclaimed wastewater) that do not increase demand on potable water sources for outdoor use. Variance requests may be submitted to staff and need not meet the requirements of subsection below.

(2) The general manager, or his designee, may grant in writing temporary variances for

existing water uses otherwise prohibited under this plan if it is determined that failure to do so would cause an emergency adversely affecting public health, sanitation or fire protection, and if one or more of the following conditions are met:

- A. Compliance with this plan cannot be accomplished during the duration of the time the plan is in effect; or
 - B. Alternative methods can be implemented that will achieve the same level of reduction in water use.
- (3) Persons requesting a variance from the provisions of this plan shall file a petition for variance with Undine any time the plan or a particular drought response stage is in effect. The general manager or his designee will review petitions for variances. The petitions shall include the following:
- Name and address of the petitioner;
 - Purpose of water use;
 - Specific provision of the plan from which the petitioner is requesting relief;
 - Detailed statement as to how the specific provision of the plan adversely affects the petitioner or what damage or harm the petitioner or others will sustain if petitioner complies with this plan;
 - Description of the relief requested;
 - Period of time for which the variance is sought;
 - 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; and
 - Other pertinent information.
- (4) Variances granted by Undine shall be subject to the following conditions, unless waived or modified by the general manager, or his designee:
- A. Variances granted shall include a timetable for compliance.
 - B. Variances granted shall expire when the plan, or its requirements, is no longer in effect, unless the petitioner has failed to meet specified requirements.
- (5) No variance shall be retroactive or otherwise excuse any violation occurring before the variance was issued.
- (6) The restrictions set forth in this Plan do not apply to irrigation activities using automatic irrigation systems when such irrigation activities are limited to repair and calibration activities on the system.

9.3 Plan Updates

The plan will be reviewed and updated as needed to meet both TCEQ and LCRA drought contingency plan rules.

Appendix A – Watering Schedule

TWICE PER WEEK

Days of the week	Mon/Thurs	Tue/Fri	Wed/Sat	Thurs/Sun	Fri/Mon
Address ending in	9,5	2,8	1,7	0,3	6,4

ONCE PER WEEK

Day of the week	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Address ending in	2	1	4, 7	3, 6	8, 9	0	5

Stage 1

Irrigation of landscaped areas with automatic or manual irrigation systems or hose-end sprinklers shall be limited to no more than TWICE weekly for no more than **15 hours** between the hours of 7:00 pm and 10:00 am.

Stage 2

Irrigation of landscaped areas with automatic or manual irrigation systems or hose-end sprinklers shall be limited to no more than ONCE weekly for no more than **15 hours** between the hours of 7:00 pm and 10:00 am.

Stage 3

Irrigation of landscaped areas with automatic or manual irrigation systems or hose-end sprinklers shall be limited to a maximum ONCE weekly for no more than **6 hours** between the hours of 7 a.m. and 10 a.m. or 7 p.m. and 10 p.m. one day per week.

Stage 4

Irrigation of foundations, trees and vegetable gardens is allowed with a hand-held hose with a working on/off nozzle, bucket, drip irrigation or soaker hoses irrigation only for **six hours** between the hours of 7 a.m. and 10 a.m. or 7 p.m. and 10 p.m. one day per week.

Stage 5

NO outside water usage.

Appendix B – Enforcement Provisions for Water Supply Corporations and Investor-Owned Utilities

[NOTE: THE FOLLOWING ENFORCEMENT PROVISIONS MUST BE INCORPORATED INTO THE TARIFF, SUBJECT TO APPROVAL BY TCEQ]

Enforcement for Retail Customers

The following enforcement provisions shall be incorporated into the tariff, subject to approval by the TCEQ, and shall apply to Undine retail water customers:

- (1) No person shall knowingly or intentionally allow the use of water from Undine for residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner contrary to any provision of the Undine Drought Contingency Plan, or in an amount in excess of that permitted by the drought response stage in effect at the time.
- (2) Any person who violates this Plan shall be subject to the following surcharges and conditions of service:
 - A. Following the first documented violation, the violator shall be given a warning notice specifying the type of violation, the date and time it was observed and surcharges and restrictions on service that may result from additional violations.
 - B. Following the second documented violation and all subsequent documented violations, the violator shall be sent by certified mail a notice of violation and shall be assessed the following:
 1. for exceedance of the maximum monthly usage, a surchage of between \$500 and \$2000, based upon the following schedule determined by the number of gallons in excess of the maximum monthly usage (which may be measured weekly):

0 gallons – 10,000 gallons	\$500
10,000 – 20,000 gallons	\$1000
20,000 – 30,000 gallons	\$1500
30,000 gallons or more	\$2000
 2. for all other violations, a penalty of \$100 for each violation.
 - C. Following the third documented violation, the violator shall have installed a flow restrictor device sufficient to prevent the use of auto irrigation. The device shall remain in use for a period of 7 days or until the current drought Stage is terminated, whichever is shorter. An installation cost and removal cost of \$100 each shall be charged.
 - D. Following the fourth documented violation, Undine shall, pursuant to the rules of the Public Utility Commission of Texas (the "Commission") set forth at 16 Tex. Admin. Code Chapter 24 and upon due notice to the customer, discontinue water service to

the premises where such violations occur. Services discontinued under such circumstances shall be restored only upon satisfaction of the conditions set forth in Undine's tariff and the Commission rules.

(3) Any person who fails to pay the surcharges imposed pursuant to paragraph (2), above, shall further be subject to disconnection of service pursuant to the Commission's rules and upon due notice to the customer. Services discontinued under such circumstances shall be restored only upon satisfaction of the conditions set forth in Undine's tariff and the Commission rules.

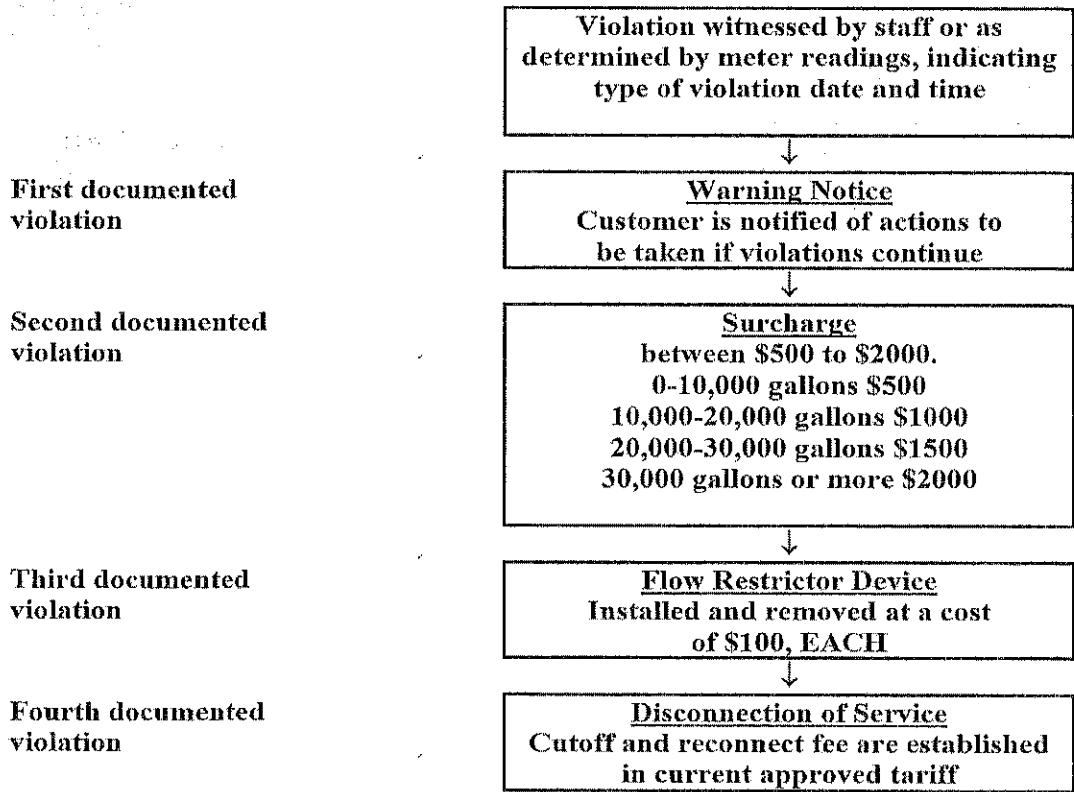
(4) Each day that one or more of the provisions in this Plan is violated shall constitute a separate violation. Any person, including one classified as a water customer of Undine in apparent control of the property where a violation occurs or originates, shall be presumed to be the violator. Any such person, however, shall have the right to show that they did not commit the violation. (*See enforcement process diagram in Appendix C - Drought Response Retail Enforcement Process.*)

**Legal Authority applicable to Water Supply Corporations and Investor-Owned Utilities
in Regard to Drought Contingency Plan Enforcement**

Please note that the following list is not intended to be exhaustive and the rules listed below may not apply to all Water Supply Corporations and Investor-Owned Utilities. Citations below may change following the publication date of this DCP template. Each Water Supply Corporation and Investor-Owned Utility is encouraged to consult with legal counsel in regard to enforcement of drought contingency plans and specific enforcement authority available.

- 30 Texas Administrative Code sec. 288.20
- 30 Texas Administrative Code sec. 288.22
- 30 Texas Administrative Code sec. 291.21
- 30 Texas Administrative Code sec. 291.32

Appendix C – Drought Response Retail Enforcement Process for Water Districts and Investor-Owned Utilities

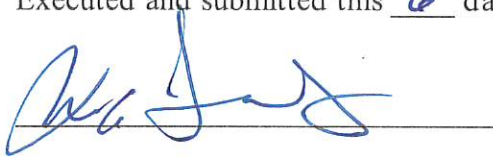


Appendix D – Authorization to Implement and Approve Drought Contingency Plans

I, William A. Thomas, hereby certify that I am the Sr. VP of Operations for Undine Development, LLC, a Texas limited liability company, formed and created to acquire, own, and operate investor-owned water and wastewater utilities.

I further certify, in my capacity, I have the authority to prepare and submit water and drought conservation plans to the Texas Commission on Environmental Quality, of which a true and correct copy is attached hereto.

Executed and submitted this 6 day of 5, 2024.

A handwritten signature in blue ink, appearing to read 'W. A. Thomas', is written over a horizontal line.

William A. Thomas
Sr. VP Operations
Undine Development, LLC