



**MANDATORY WATER USE RESTRICTIONS  
(Stage 4)**

AQUA VISTA TX1330062  
 BEAR PAW TX1330126  
 CENTER POINT NORTH  
 TX1330111  
 CENTER POINT TAYLOR  
 TX1330010  
 CHERRY RIDGE TX1330147  
 CYPRESS SPRINGS TX1330156  
 ERLUND TX1330036  
 FOUR SEASONS TX1330113

GUADALUPE HEIGHTS  
 TX1330009  
 HORSESHOE OAKS TX1330118  
 INGRAM TX1330011  
 LOMA VISTA TX1330041  
 NICKERSON FARMS TX1330097  
 NORTHWEST HILLS TX1330124  
 OAK FOREST SOUTH TX1330091  
 PARK PLACE TX1330127

PECAN VALLEY TX1330107  
 REAL OAKS TX1330139  
 ROYAL OAKS TX1330013  
 SADDLEWOOD TX1330155  
 SLEEPY HOLLOW TX1330101  
 WESTCREEK ESTATES TX1330028

Dear Aqua Texas Customer:

August 16, 2023

Due to worsening drought conditions across the region, reduced production from the aquifer, and in accordance with the Headwaters Groundwater Conservation District, Aqua Texas is implementing Stage 4 outdoor watering restrictions effective immediately. Watering restrictions serve as a conservation measure to ensure all customers have an opportunity to utilize the available water resources equally as well as avoid low pressure events. **These mandatory restrictions will remain in effect until further notice.**

Aqua Texas encourages all customers to visit The Texas Water Development Board website at [www.twdb.texas.gov/publications/brochures/conservation/](http://www.twdb.texas.gov/publications/brochures/conservation/), which has several water conservation brochures and other resources available to assist consumers. TWDB also provides information on water smart landscape design, rainwater harvesting, and much more.

**Outside watering of lawns with irrigation systems, hose-end sprinklers, and hand-held hoses is prohibited during Stage 4 Restrictions.**

**ONCE WEEKLY WATERING SCHEDULE FOR PERMISSIBLE ACTIVITIES DURING STAGE 4  
(Please use the last number in your street address to find your ONE designated watering day.)**

House No. Ends In 0 or 4	House No. Ends In 3 or 6	House No. Ends In 7 or 9	House No. Ends In 5 or 8	House No. Ends In 1 or 2
Monday	Tuesday	Wednesday	Thursday	Friday
7 a.m. to 9 a.m. <b>OR</b> 7 p.m. to 9 p.m.	7 a.m. to 9 a.m. <b>OR</b> 7 p.m. to 9 p.m.	7 a.m. to 9 a.m. <b>OR</b> 7 p.m. to 9 p.m.	7 a.m. to 9 a.m. <b>OR</b> 7 p.m. to 9 p.m.	7 a.m. to 9 a.m. <b>OR</b> 7 p.m. to 9 p.m.

**PERMISSIBLE Outside Watering Activities:**

- Watering landscaped areas and potted plants by hand-held hose with an automatic shut off device/nozzle or watering can is permissible by following the schedule above for your day of the week.
- The use of soaker hoses for foundations is permissible by following the schedule above for your day of the week.
- Watering newly planted trees or shrubs is permissible any day by use of soaker bag or watering can.

*\*Please note that permissible activities are allowed morning OR evening, not during both time periods.*

**Required customer water use restrictions (these activities are PROHIBITED at all times during Stage 4)**

- Automatic Irrigation systems
- Hose-end sprinklers
- The use of soaker hoses for anything other than foundations
- Filling/refilling pools or ponds
- The use of fountains, waterfalls, or other aesthetic water features
- Car washing or power washing

**PENALTIES OR CONSEQUENCES FOR NOT FOLLOWING RESTRICTIONS**

**Enforcement**

1. First violation:
  - a. We regret that restrictions must be so severe, but to meet our conservation goals, we must significantly limit usage. For any violation of the restrictions, you *may* receive a written warning by hanging door tag or letter. The notice will provide you with the specific violation of required restrictions, reductions, or for excessive usage. Aqua may install a flow restricting device as described below without a prior written notice for violation of restrictions. The customer will be provided a copy of the User Drought Contingency Plan upon request.
2. Subsequent violations:
  - a. After the first written notice, if provided, Aqua Texas will install a flow-restricting device in the line for a subsequent violation to limit the amount of water that will pass through the meter in a 24-hour period. The flow restrictor may be left in the line for up to 60 days or until requirements have ended. Aqua Texas may charge the customer for the actual cost of installing and removing the flow-restricting device, not to exceed \$50.00 for installation and \$50.00 for removal. The customer will be provided a copy of the User Drought Contingency Plan.
  - b. If the customer violates the required reductions after installation of a flow restrictor, Aqua Texas may discontinue service at the meter for up to 7 days. The customer will be charged a \$50 reconnect fee for restoration of service. Further violations will result in disconnection and additional reconnect fees. When service is reconnected a flow restrictor may be installed.
  - c. If a customer violates the restrictions again after having a flow restrictor installed and removed, Aqua Texas may either reinstall a flow restrictor as described in (a) above or, at its option, disconnect service for up to 7 days. When service is reconnected a flow restrictor may be installed.

If you have questions concerning these restrictions or variances, please contact Lauren Savior, Environmental Compliance Specialist at (512) 990-4400 ext. 56136 during regular business hours.

**Voluntary Practices to Reduce Water Consumption**

- Draw less water for bath or reduce shower time.
- Do not let water run while shaving, dish washing, brushing teeth, etc.
- Keep pools covered if not used on a daily basis.
- Use water displacement device in toilet tank.
- Install aerators on faucets.
- Utilize water reuse where possible.
- Replacement or retrofits with low flow or ultra-low flow fixtures.
- Visit the Water Sense web site at <http://www.epa.gov/WaterSense>.

*\*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. \**