

**Drought Contingency Plan  
For  
Windermere Oaks Water Supply Corporation**

**2022**

# **WINDERMERE OAKS W.S.C. 2022 DROUGHT CONTINGENCY PLAN FOR WATER USE**

## **1.0 Declaration of Policy, Purpose, and Intent**

The Lower Colorado River Authority (LCRA) provides contracts to customers for water supply. In cases of extreme drought, periods of abnormally high usage, 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 non-essential water usage. This Drought Contingency Plan is designed to protect the available water supply and protect the integrity of water supply facilities, with particular regard for domestic water use, sanitation and fire protection during the periods or other water supply emergencies.

Water uses regulated or prohibited under this Plan 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.

## **2.0 Authorization**

The President of the Board of Windermere Oaks W.S.C. or designee 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 President of Windermere Oaks W.S.C. or designee shall have the authority to initiate or terminate drought or other water supply emergency response measures as described in this Plan. This authorization was designated as part of the plan's approval by the Windermere Oaks W.S.C. Governing Board.

## **3.0 Public Education**

The President of Windermere Oaks W.S.C. or designee will periodically provide its members 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**

Windermere Oaks W.S.C. has provided a copy of this Plan to the Lower Colorado Regional Planning Group (Region K).

## **5.0 Notice Requirements**

Windermere Oaks W.S.C. 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 Waste**

The following restrictions apply to all of Windermere Oaks W.S.C. water utility system(s) 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) Fail to repair a controllable leak, including a broken sprinkler head, a leaking valve, leaking or broken pipes, or a leaking faucet;
- 2) Operate an irrigation system with:
  - with a broken head;
  - with a head that is out of adjustment and the arc of the spray head is over a street or parking area; or
  - with a head that is fogging or misting because of excessive water pressure.
  - Between the hours of 10 a.m. and 7 p.m.
- 3) 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
  - pool in a street or parking lot to a depth greater than one-quarter of an inch.
- 4) Irrigate outdoors using an in-ground irrigation system or hose-end sprinkler more than twice per week or outside scheduled days and times as indicated in each below Stage Response Measure.

## **7.0 Initiation and Termination of Response Stages & Response Measures**

The Windermere Oaks W.S.C. President or designee 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, examples include: bill inserts, e-mail and automated telephone calls, signs posted at entry points to the service area or a combination of these methods.

The following triggering criteria shall apply to Windermere Oaks W.S.C. water utility system(s) and customer service area:

### **(1) STAGE 1 - Mild Water Shortage Conditions (Voluntary Measures)**

- A. **Requirements for initiation** - Customers shall be requested to adhere to the Stage 1 Drought Response Measures when one or a combination of such triggering criteria occurs:
  1. Treatment Capacity: For surface water systems, when total daily water demand equals or exceeds 80 percent of the total operating system treatment capacity for three consecutive days, or 85 percent on a single day; or
  2. Water Supply: When **Lake Travis Level reaches 640 ft. mean sea level or LCRA notifies WOWSC that combined storage of Lake Travis and Buchanan reaches 1.4 million acre ft.**
- 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
2. Water Supply: When **Lake Travis Level is above 640 ft mean sea level for 30 days** or LCRA announces that voluntary restrictions by its firm raw water customers are no longer needed in accordance with the LCRA DCP.

**Stage 1 Response Measure - Water Supply Reduction Target**: Achieve a 5% reduction in water use.

- A. Supply Management Measures: Windermere Oaks W.S.C. will review system operations and identify ways to improve system efficiency and accountability
- B. Demand Management Measures:
  1. Ask customers to voluntarily limit the watering of landscapes to no more than twice per week and that watering be done between 8pm and 7am; and
  2. Actively promote drought related issues and the need to conserve.

**(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 a combination of such triggering criteria occurs:
  1. Treatment Capacity: For surface water systems, when total daily water demand equals or exceeds **80** percent of the total operating system treatment capacity for three consecutive days, or **83** percent on a single day; or
  2. Water Supply: When LCRA requests that its customers implement mandatory drought response measures under their drought contingency plan **or when Lake Travel Level reaches 635 ft mean sea level or LCRA notifies WOWSC that combined storage of Lake Travis and Buchanan reaches 900,000 acre ft.**
- 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

2. Water Supply: LCRA announces that voluntary compliance to implement a utility's mandatory water restrictions are no longer needed in accordance with the LCRA DCP **or Lake Travis Level is above 635 ft mean sea level for 30 days.**

*Upon termination of Stage 2, Stage 1 becomes operative*

**Stage 2 Response Measure - Water Supply Reduction Target: Achieve a 10% reduction in water use.**

A. Supply Management Measures:

1. Apply all water-use restrictions prescribed for Stage 2 of the plan for Windermere Oaks W.S.C. utility owned facilities and properties;
2. Discontinue water main and line flushing unless necessary for public health reasons; and
3. Keep customers informed about issues regarding current and projected water supply and demand conditions.

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. Irrigation of landscaped areas with hose-end sprinklers or in-ground irrigation systems shall be limited to a no more than a TWICE weekly between 8pm and 7am Monday to Thursday. Prohibited Friday to Sunday.
- b. Outdoor watering hours will be limited to between 8pm and 7am Monday to Thursday. Prohibited Friday to Sunday. This limitation and prohibition does not apply to irrigation of landscaped areas if it is by means of:
  - i. a hand-held hose equipped with positive shut off nozzle; or
  - ii. a faucet-filled bucket or watering can of five gallons or less.

2. Vehicle Washing:

Use of water to wash any motor vehicle, such as a motorbike, boat, trailer, or airplane is prohibited except between 8pm and 7am Monday to Thursday. Such activity, when allowed, shall be done with a faucet filled bucket of five gallons or less or a hand-held hose equipped with a positive shutoff nozzle.

3. Pools:

- a. Filling of all new and existing swimming pools, hot tubs, wading pools, is prohibited. Replenishing to maintenance level is permitted. Draining 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.

4. Outside Water Features:

Operation of outside water features, such as, but not limited to, fountains, splash pad type fountains or outdoor misting systems, is prohibited, except where such features are used to sustain aquatic life or maintain water quality. (This provision includes fountains associated with aesthetic ponds and swimming pools).

5. Ponds:

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

6. Water Waste:

The following non-essential uses of water are prohibited at all times during periods in which restrictions have gone into effect:

- a. Washing sidewalks, walkways, driveways, parking lots, street, tennis courts, and other impervious surfaces is prohibited except for immediate health and safety;
- b. Washing buildings, houses or structures with a pressure washer or garden hose is prohibited for aesthetic purposes but allowable for surface preparation of maintenance work to be performed;
- c. Flushing gutters or flooding gutters is prohibited except for immediate health and safety; and
- d. Controlling 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 2.5 - Moderate Water Shortage Conditions (Mandatory Measures)**

A. **Requirements for initiation** - Customers shall be required to adhere to the Stage 2.5 Drought Response Measures when one or a combination of such triggering criteria occurs:

- 1. Treatment Capacity: For surface water systems, when total daily water demand equals or exceeds **84** percent of the total operating system treatment capacity for three consecutive days, or **87** percent on a single day; or

2. Water Supply: When LCRA requests that its customers implement mandatory drought response measures under their drought contingency plan **or when Lake Travel Level reaches 630 ft mean sea level or LCRA notifies WOWSC that combined storage of Lake Travis and Buchanan reaches 750,000 acre ft.**
- B. **Requirements for termination** - Stage 2.5 of the Plan may be rescinded when:
1. Treatment Capacity: The water treatment plant capacity condition listed above as a triggering event for Stage 2.5 has ceased to exist for five consecutive days; or
  2. Water Supply: LCRA announces that voluntary compliance to implement a utility's mandatory water restrictions are no longer needed in accordance with the LCRA DCP **or Lake Travis Level is above 630 ft mean sea level for 30 days.**

*Upon termination of Stage 2.5, Stage 2 becomes operative*

#### **Stage 2.5 Response Measure**

- A.
- Demand Management Measures: Under threat of penalty, all retail customers are required to further reduce non-essential water uses as follows. All requirements of Stage 2 shall remain in effect during Stage 2.5, with the following modifications and additions.
1. Irrigation of Landscaped Areas:
    - a. Irrigation of landscaped areas with hose-end sprinklers or in-ground irrigation systems shall be limited to a no more than ONCE a week, between 8pm and 7am Monday to Thursday. Prohibited Friday to Sunday.
  2. Vehicle Washing:

Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane, or other vehicle is prohibited.
  3. Pools and Fountains:

Filling a new swimming pool or refilling an existing swimming pool is prohibited. Replenishing of water to existing swimming pools, hot tubs and other types of pools is permitted to maintain proper water quality and proper operation of the pool equipment. Automatic fill valves may not be used to add water to pools. Use a handheld hose to fill, but you cannot leave it unattended. Use of outdoor fountains is prohibited.

**(4) 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 a combination of such triggering criteria occurs:

1. Treatment Capacity: For surface water systems, when total daily water demand equals or exceeds 88 percent of the total operating system treatment capacity for three consecutive days, or 90 percent on a single day; or
2. Water Supply: **When Lake Travis Level reaches 623 ft. mean sea level and the WOWSC DCP Committee\* has declared conditions that require WOWSC to go into Stage 3 restrictions or LCRA notifies WOWSC that combined storage of Lake Travis and Buchanan reaches 600,000 acre ft. and LCRA implements a mandatory pro rata curtailment of its firm water customers.**

*\*WOWSC DCP Committee will be a 3 person committee appointed by WOWSC Board President when Lake Travis reaches 623 msl. The committee will review once a week all pertinent data regarding drought conditions including, but not limited to the condition of WOWSC water intake, water levels and the inflows on Lake Travis. This committee will be responsible for monitoring conditions weekly and making recommendation to the WOWSC Board when conditions require WOWSC BOD to declare Stage 3.*

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

1. Treatment Capacity:

The water treatment plant capacity condition listed above as a triggering event for Stage 3 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 **or Lake Travis Level is above 623 ft mean sea level for 30 days and WOWSC DCP Committee has determined that Stage 3 restrictions are no longer required.**

*Upon termination of Stage 3, Stage 2 becomes operative.*

**Stage 3 Response Measure - Water Supply Reduction Target: Achieve a 20% reduction in water use.**

B. Supply Management Measures: In addition to measures implemented in the preceding stages of the plan, affected Windermere Oaks W.S.C. water utility systems will explore additional emergency water supply options

C.

Demand Management Measures: Under threat of penalty, all retail customers are required to further reduce non-essential water uses as follows. All requirements of Stage 2 and 2.5 shall remain in effect during Stage 3, with the following modifications and additions.

1. Irrigation of Landscaped Areas:

- a. Irrigation of landscaped areas is prohibited, except with hand-held hose equipped with positive shut off nozzle, a faucet-filled bucket or watering can of five gallons or less, or drip irrigation. Watering to be done only between 8pm and 7am. **The use of hose-end sprinklers or in-ground irrigation systems are prohibited at all times during Stage 3.**

2. Vehicle Washing:

Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane, or other vehicle is prohibited.

3. Pools and Fountains:

Filling a new swimming pool or refilling an existing swimming pool is prohibited. Replenishing of water to existing swimming pools, hot tubs and other types of pools is permitted to maintain proper water quality and proper operation of the pool equipment. Automatic fill valves may not be used to add water to pools. Use a handheld hose to fill, but you cannot leave it unattended. Use of outdoor fountains is prohibited.

(5) **STAGE 4- Emergency Water Conditions**

A. **Requirements for initiation** - Customers shall be required to adhere to the Stage 4 Drought Response Measures when one or a combination of such triggering criteria occurs:

1. Treatment Capacity: For surface water systems, when total daily water demand equals or exceeds 90 percent of the total operating system treatment capacity for three consecutive days, or 93 percent on a single day; or  
Major water line breaks, loss of distribution pressure, pump system failures or any event that cause substantial loss in its ability to provide water service.
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 that either constitutes a water supply emergency or is associated with the LCRA Board declaration of a drought worse than the drought of record **OR Lake Travis Level reaches a mean sea level that no longer permits the WOWSC pump out station to function properly.**

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 water restrictions for firm water customers are no longer required in accordance with the LCRA DCP or **Lake Travis Level reaches a mean sea level that allows the WOWSC pump out station to resume normal function for a time period that allows that water production supply is fully functional.**

*Upon termination of Stage 4, Stage 3 becomes operative.*

**Stage 4 Response Measure - Water Supply Reduction NO OUTSIDE WATERING**  
**and the system may also prohibit livestock watering by notice.**

**If WOWSC pump is no longer able to get water supply from Lake Travis, WOWSC Board will initiate a Special tariff for transportation of water by truck into plant.**

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. Irrigation of landscaped areas is prohibited. The filling, refilling or adding of water to swimming pools and Jacuzzi-type pools is prohibited. System may prohibit livestock watering by notice.

*Upon declaration of Stage 4 - Emergency Water Conditions, water use restrictions outlined in Stage 4 Emergency Response Measures shall immediately apply.*

In the event that Stage 4 is declared, Windermere Oaks W.S.C. has identified and will initiate the following emergency alternative water supply arrangements:

TRUCK WATER INTO WINDERMERE

## **8.0 Enforcement Provisions**

No person shall knowingly or intentionally allow the use of water from a Windermere Oaks W.S.C. water utility system for residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner contrary to any provision of the Windermere Oaks W.S.C. Drought Contingency Plan, or in an amount in excess of that permitted by the drought response stage in effect at the time.

Any person who violates this plan shall be subject to the following enforcement provisions which shall apply to all Windermere Oaks W.S.C. water customers:

1. First Violation – The customer will be notified by written notice, phone call or email of the specific violation.
2. Subsequent violations:
  - After written notice, the utility may install a flow restricting device in the line to limit the amount of water which will pass through the meter in a 24-hour period. The utility may charge the customer for the actual cost of installing and removing the flow restricting device, not to exceed \$50.00.

- After written notice, the utility may discontinue service at the meter for a period of seven (7) days, or until the end of the calendar month, whichever is LESS. The normal reconnect fee of the utility will apply for restoration of service.

### **9.0 Variances**

**Upon written request**, Windermere Oaks W.S.C. may grant any customer a temporary exemption or variance from the drought contingency plan if it is determined that failure to do so would cause an emergency adversely affecting the public health, sanitation, or fire protection. A customer who is refused an exemption or variance may appeal such action of the utility in writing to the Texas Commission on Environmental Quality. WOWSC will treat all customers equally concerning exemptions and variances and shall not discriminate in granting exemptions and variances. Variances granted shall include a timetable for compliance. No exemption or variance shall be retroactive or otherwise justify any violation of this Plan occurring prior to the issuance of the variance.

Persons requesting a variance from the provisions of this plan shall file a petition for variance with the Windermere Oaks W.S.C. water utility system 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:

- Σ Name and address of the petitioner
- Σ Purpose of water use
- Σ Specific provision of the plan from which the petitioner is requesting relief.
  
- Σ 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
- Σ Description of the relief requested
- Σ Period of time for which the variance is sought
  
- Σ 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  
Other pertinent information

### **10.0 Plan Updates**

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

### **Authorization to Implement and Approve Drought Contingency Plan**

The Board of WOWSC on 2/7/2022 in a meeting posted properly in accordance with the Texas Open Meetings Act and with a quorum present and voting, authorized the submission of this drought contingency plan to the Lower Colorado River Authority (LCRA).



Joe Gimenez, President  
Windermere Oaks Water Supply Corp.  
2/7/2022