



# Drought Contingency Plan

**Quadvest, LP  
Ranch Utilities, LP  
PO Box 409, Tomball, TX 77377**

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## **Section I: Declaration of Policy, Purpose, and Intent**

In order to conserve the available water supply and protect the integrity of water supply facilities, with particular regard for domestic water use, sanitation, and fire protection, and to protect and preserve public health, welfare, and safety and minimize the adverse impacts of water supply shortage or other water supply emergency conditions, Quadvest hereby adopts the following regulations and restrictions on the delivery and consumption of water through an ordinance/or resolution (see Appendix C for an example).

Water uses regulated or prohibited under this Drought Contingency Plan (the Plan) are considered to be non-essential and continuation of such uses during times of water shortage or other emergency water supply condition are deemed to constitute a waste of water which subjects the offender(s) to penalties as defined in Section XI of this Plan.

## **Section II: Public Involvement**

Opportunity for the public to provide input into the preparation of the Plan was provided by Quadvest by means of Homeowner and Property Association meetings for various subdivisions.

## **Section III: Public Education**

Quadvest 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. This information will be provided by means of:

- Bill inserts
- Direct mail notices
- Website

## **Section IV: Coordination with Regional Water Planning Groups**

The service area of Quadvest is located within the Region H Water Planning Area and Quadvest has provided a copy of this Plan to the Region H Water Planning Area.

## **Section V: Authorization**

The Operations Manager or his/her 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 Operations Manager or his/her designee shall have the authority to initiate or terminate drought or other water supply emergency response measures as described in this Plan.

## **Section VI: Application**

The provisions of this Plan shall apply to all persons, customers, and property utilizing water provided by Quadvest. The terms “person” and “customer” as used in the Plan include individuals, corporations, partnerships, associations, and all other legal entities.

## **Section VII: Definitions**

For the purposes of this Plan, the following definitions shall apply:

Aesthetic water use: water use for ornamental or decorative purposes such as fountains, reflecting pools, and water gardens.

Commercial and institutional water use: water use which is integral to the operations of commercial and non-profit establishments and governmental entities such as retail establishments, hotels and motels, restaurants, and office buildings.

Conservation: those practices, techniques, and technologies that reduce the consumption of water, reduce the loss or waste of water, improve the efficiency in the use of water or increase the recycling and reuse of water so that a supply is conserved and made available for future or alternative uses.

Customer: any person, company, or organization using water supplied by Quadvest.

Domestic water use: water use for personal needs or for household or sanitary purposes such as drinking, bathing, heating, cooking, sanitation, or for cleaning a residence, business, industry, or institution.

Even number address: street addresses, box numbers, or rural postal route numbers ending in 0, 2, 4, 6, or 8 and locations without addresses.

Industrial water use: the use of water in processes designed to convert materials of lower value into forms having greater usability and value.

Landscape irrigation use: water used for the irrigation and maintenance of landscaped areas, whether publicly or privately owned, including residential and commercial lawns, gardens, golf courses, parks, and rights-of-way and medians.

Non-essential water use: water uses that are not essential nor required for the protection of public, health, safety, and welfare, including:

- (a) irrigation of landscape areas, including parks, athletic fields, and golf courses, except otherwise provided under this Plan;
- (b) use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle;
- (c) use of water to wash down any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
- (d) use of water to wash down buildings or structures for purposes other than immediate fire protection;

- (e) flushing gutters or permitting water to run or accumulate in any gutter or street;
- (f) use of water to fill, refill, or add to any indoor or outdoor swimming pools or Jacuzzi-type pools;
- (g) use of water in a fountain or pond for aesthetic or scenic purposes except where necessary to support aquatic life;
- (h) failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and
- (i) use of water from hydrants for construction purposes or any other purposes other than firefighting.

Odd numbered address: street addresses, box numbers, or rural postal route numbers ending in 1, 3, 5, 7, or 9.

## **Section VIII: Criteria for Initiation and Termination of Drought Response Stages**

The Operations Manager or his/her designee shall monitor water supply and/or demand conditions on a daily basis and shall determine when conditions warrant initiation or termination of each stage of the Plan, that is, when the specified triggers are reached.

The triggering criteria described below are based on known system capacity limits.

### **Stage 1 – VOLUNTARY – No Restrictions**

#### Goal

Reduce water consumption by ten (10) percent through voluntary conservation.

#### Requirements for initiation

Customers shall be requested to voluntarily conserve water and adhere to the prescribed restrictions on certain water uses, defined in Section VII-Definitions, annually, beginning on May 1 through September 30.

#### Utility Measures

Quadvest will provide its respective employees copies of this plan. Quadvest management will be available to answer any employee or staff questions. Quadvest will work closely with GRP & GCD and provide timely information on water levels, water quality and pumping demands. Quadvest will conduct leak surveys as required and repair all water leaks in a timely fashion. Quadvest will request water users report leaks to the Quadvest staff.

#### Requirements for termination

Stage 1 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of 3 consecutive days.

## **Stage 2 – MANDATORY – Mandatory Restrictions**

### Goal

Reduce water consumption and usage by twenty (20) percent through mild restrictions.

### Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses when total well run time for each well equals or exceeds 15 hours for 3 consecutive days.

### Voluntary Water Use Restrictions for Reducing Demand:

- (a) Water customers are requested to voluntarily limit the irrigation of landscaped areas to Sundays and Thursdays for customers with a street address ending in an even number (0, 2, 4, 6 or 8), and Saturdays and Wednesdays for water customers with a street address ending in an odd number (1, 3, 5, 7 or 9), and to irrigate landscapes only between the hours of midnight and 10:00 a.m. and 8:00 p.m. to midnight on designated watering days.
- (b) All operations of Quadvest shall adhere to water use restrictions prescribed for Stage 2 of the Plan.
- (c) Water customers are requested to practice water conservation and to minimize or discontinue water use for non-essential purposes.

### Utility Measures

During Stage 2, Quadvest requires that customers limit the use of water for non-essential purposes by practicing water conservation and promoting efficient use of water.

To ensure that Quadvest maximizes water conservation efforts, it will manage limited water supplies and/or reduce water demand by reducing or discontinuing water main flushing and public landscape irrigation. Quadvest will provide its respective employees copies of this plan. Quadvest management will be available to answer any employee or staff questions.

Quadvest will work closely with our GRP & GCD and provide timely information on water levels, water quality and pumping demands. Quadvest will conduct leak surveys as required and repair all water leaks in a timely fashion. Quadvest will request water users report leaks to the Quadvest staff.

### Requirements for termination

Stage 2 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of 3 consecutive days. Upon termination of Stage 2, Stage 1 becomes operative.

## **Stage 3 – ALERT – Mandatory Restrictions**

### Goal

Reduce water consumption and usage by thirty (30) percent through mandatory restrictions.

### Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses for Stage 3 of this Plan when total well run time for each well equals or exceeds 18 hours for 3 consecutive days

### Water Use Restrictions for Demand Reduction:

Under threat of penalty, the following water use restrictions shall apply to all persons:

- (a) Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to Tuesdays and Thursdays for customers with a street address ending in an even number (0, 2, 4, 6 or 8), and Wednesdays and Fridays for water customers with a street address ending in an odd number (1, 3, 5, 7 or 9), and irrigation of landscaped areas is further limited to the hours of 12:00 midnight until 10:00 a.m. and between 8:00 p.m. and 12:00 midnight on designated watering days. However, irrigation of landscaped areas is permitted at any time if it is by means of a hand-held hose, a faucet filled bucket or watering can of five (5) gallons or less, or drip irrigation system.
- (b) Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle is prohibited except on designated watering days between the hours of 12:00 midnight and 10:00 a.m. and between 8:00 p.m. and 12:00 midnight. Such washing, when allowed, shall be done with a hand-held bucket or a hand-held hose equipped with a positive shutoff nozzle for quick rises. Vehicle washing may be done at any time on the immediate premises of a commercial car wash or commercial service station. Further, such washing may be exempted from these regulations if the health, safety, and welfare of the public is contingent upon frequent vehicle cleansing, such as garbage trucks and vehicles used to transport food and perishables.
- (c) Use of water to fill, refill, or add to any indoor or outdoor swimming pools, wading pools, or Jacuzzi-type pools is prohibited except on designated watering days between the hours of 12:00 midnight and 10:00 a.m. and between 8 p.m. and 12:00 midnight.
- (d) 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.
- (e) Use of water from hydrants shall be limited to designated fire hydrants for construction purposes may be allowed under special permit from Quadvest.
- (f) Use of water for the irrigation of golf course greens, tees, and fairways is subject to the same limitations as residential customers and shall follow the same schedule.

(g) All restaurants are prohibited from serving water to patrons except upon request of the patron.

(h) The following uses of water are defined as non-essential 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; and
5. Failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s).

## Utility Measures

During Stage 3, Quadvest requests that customers voluntarily limit the use of water for non-essential purposes by practicing water conservation and promoting efficient use of water.

To ensure that Quadvest maximizes water conservation efforts, it will manage limited water supplies and/or reduce water demand by reducing or discontinuing water main flushing and public landscape irrigation. Quadvest will provide its respective employees copies of this plan. Quadvest management will be available to answer any employee or staff questions.

Quadvest will work closely with our GRP & GCD and provide timely information on water levels, water quality and pumping demands. Quadvest will conduct leak surveys as required and repair all water leaks in a timely fashion. Quadvest will request water users report leaks to the Quadvest staff.

## Violations & Penalties

### *First Violation:*

Quadvest will issue a Notice of Violation to the customer.

### *Second Violation:*

Quadvest may install a flow restriction device in the line to limit the amount of water which will pass through the meter in a 24 hour period. Quadvest may charge the customer for the cost of installing and removing the flow restricting device. This cost shall not exceed \$50.00 dollars.

### *Third Violation:*

Quadvest 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 Quadvest will apply for the restoration of service.

## Requirements for termination

Stage 3 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of 3 consecutive days. Upon termination of Stage 3, Stage 2 becomes operative.

## **Stage 4 -- SEVERE - Mandatory Restrictions**

### Goal

Reduce water consumption and usage by forty (40) percent through severe restrictions.

### Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses for Stage 4 of this Plan when total well run time for each well equals or exceeds 22 hours for 3 consecutive days.

### Water Use Restrictions for Reducing Demand:

All requirements of Stage 2 and 3 shall remain in effect during Stage 4 except:

- (a) Irrigation of landscaped areas shall be limited to designated watering days between the hours of 6:00 a.m. and 10:00 a.m. and between 8:00 p.m. and 12:00 midnight and shall be by means of hand-held hoses, hand-held buckets, or drip irrigation only. The use of hose-end sprinklers or permanently installed automatic sprinkler systems are prohibited at all times.
- (b) Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle not occurring on the premises of a commercial car wash and commercial service stations and not in the immediate interest of public health, safety, and welfare is prohibited. Further, such vehicle washing at commercial car washes and commercial service stations shall occur only between the hours of 6:00 a.m. and 10:00 a.m. and between 6:00 p.m. and 10 p.m.
- (c) The filling, refilling, or adding of water to swimming pools, wading pools, and Jacuzzi-type pools is prohibited.
- (d) 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.
- (e) No application for new, additional, expanded, or increased-in-size water service connections, meters, service lines, pipeline extensions, mains, or water service facilities of any kind shall be approved, and time limits for approval of such applications are hereby suspended for such time as this drought response stage or a higher-numbered stage shall be in effect.



## Utility Measures

During Stage 4, Quadvest requests that customers voluntarily limit the use of water for non-essential purposes by practicing water conservation and promoting efficient use of water.

To ensure that Quadvest maximizes water conservation efforts, it will manage limited water supplies and/or reduce water demand by reducing or discontinuing water main flushing and public landscape irrigation. Quadvest will provide its respective employees copies of this plan. Quadvest management will be available to answer any employee or staff questions.

Quadvest will work closely with our GRP & GCD and provide timely information on water levels, water quality and pumping demands. Quadvest will conduct leak surveys as required and repair all water leaks in a timely fashion. Quadvest will request water users report leaks to the Quadvest staff.

## Additional Restrictions

Due to the extreme nature of Stage 4, Quadvest reserves the right to prescribe a monthly consumption limit for customers to ensure meeting the required reduction.

## Violations & Penalties

### *First Violation:*

Quadvest will issue a Notice of Violation to the customer.

### *Second Violation:*

Quadvest may install a flow restriction device in the line to limit the amount of water which will pass through the meter in a 24 hour period. Quadvest may charge the customer for the cost of installing and removing the flow restricting device. This cost shall not exceed \$50.00 dollars.

### *Third Violation:*

Quadvest 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 Quadvest will apply for the restoration of service.

## Requirements for termination

Stage 4 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of 3 consecutive days. Upon termination of Stage 4, Stage 3 becomes operative.

## **Stage 5 -- CRITICAL – Mandatory Restrictions**

### Goal

Reduce water consumption and usage by fifty (50) percent through critical restrictions.

### Requirements for initiation

Customers shall be required to comply with the requirements and restrictions for Stage 5 of this Plan when the Operations Manager, or his/her designee, determines that a water supply emergency exists based on:

1. Major water line breaks, or pump or system failures occur, which cause unprecedented loss of capability to provide water service; **or**
2. When loss of water supply is imminent.

Water Use Restrictions for Reducing Demand. All requirements of Stage 2, 3, and 4 shall remain in effect during Stage 5 except:

- a) Irrigation of landscaped areas is absolutely prohibited.
- b) Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle is absolutely prohibited.

### Utility Measures

During Stage 5, Quadvest requests that customers voluntarily limit the use of water for non-essential purposes by practicing water conservation and promoting efficient use of water.

To ensure that Quadvest maximizes water conservation efforts, it will manage limited water supplies and/or reduce water demand by reducing or discontinuing water main flushing and public landscape irrigation. Quadvest will provide its respective employees copies of this plan. Quadvest management will be available to answer any employee or staff questions.

Quadvest will work closely with our GRP & GCD and provide timely information on water levels, water quality and pumping demands. Quadvest will conduct leak surveys as required and repair all water leaks in a timely fashion. Quadvest will request water users report leaks to the Quadvest staff.

### Additional Restrictions

Due to the extreme nature of Stage 5, Quadvest reserves the right to prescribe a monthly consumption limit for customers to ensure meeting the required reduction.

### Violations & Penalties

#### *First Violation:*

Quadvest will issue a Notice of Violation to the customer.

#### *Second Violation:*

Quadvest may install a flow restriction device in the line to limit the amount of water which will pass through the meter in a 24 hour period. Quadvest may charge the customer for the cost of installing and removing the flow restricting device. This cost shall not exceed \$50.00 dollars.

#### *Third Violation:*

Quadvest 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 Quadvest will apply for the restoration of service.

## Requirements for termination

Stage 5 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of 3 consecutive days.

## **Section IX: Drought Response Stages**

The Operations Manager, or his/her designee, shall monitor water supply and/or demand conditions on a daily basis and, in accordance with the triggering criteria set forth in Section VIII of this Plan, shall determine that a voluntary, mandatory, alert, severe, or critical water condition exists and shall implement the following notification procedures.

### **Notification**

#### Notification of the Public:

Quadvest will provide written notice to each service address by mail, hand delivery or electronic mail prior to implementation or termination of each stage of the water restriction program. Quadvest will send said notice to each customer at least 72 hours prior to the start of new or modified water use restrictions. If Quadvest hand delivers said notice, Quadvest will not enforce the provisions of the plan for 24 hours after delivery.

Quadvest will provide the following information on the written notice:

- The date restrictions will begin,
- The triggering circumstances,
- An outline of the stages and explanation of restrictions in this plan, and
- An explanation of the violation consequences.

Prior to implementing any stage of this Plan, Quadvest will notify the TCEQ by telephone at (512) 239-4691 or by website submission at:

[https://www.tceq.texas.gov/drinkingwater/homeland\\_security/security\\_pws/pws-drought-contingency-plan-reporting-form/](https://www.tceq.texas.gov/drinkingwater/homeland_security/security_pws/pws-drought-contingency-plan-reporting-form/)

## **Section X: Enforcement**

- a) No person shall knowingly or intentionally allow the use of water from Quadvest for residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner contrary to any provision of this Plan, or in an amount in excess of that permitted by the drought response stage in effect at the time pursuant to action taken by the Operations Manager, or his/her designee, in accordance with provisions of this Plan.
- b) Any person, including a water customer of Quadvest in apparent control of the property where a violation occurs or originates, shall be presumed to be the violator and proof that the violation occurred on the person's property shall constitute a presumption that the person in apparent control of the property committed the violation, but any such person shall have the right to prove a violation was not committed. Parents or guardians are presumed to be the responsible party for violations committed by their minor children. A violation of this policy, committed by a child, occurring on property within the parent or guardian control shall constitute a presumption that the parent committed the violation. Quadvest reserves the right to review violations on a case by case basis and discharge

violations of this plan where a violator provides reasonable evidence of a good faith effort to prevent a violation of this plan.

To implement and enforce this plan, Quadvest will:

- utilize methods and procedures outlined in this plan,
- incorporate enforcement measures and surcharges available to CCN holders under TCEQ rules, and
- notify system end-users of the authority and intent to enforce the measures of this plan.

Penalties for violations are outlined in the respective plan stages.

## **Section XI: Variances**

The Operations Manager, or his/her designee, may, in writing, grant temporary variance for existing water uses otherwise prohibited under this Plan if it is determined that failure to grant such variance would cause an emergency condition adversely affecting the health, sanitation, or fire protection for the public or the person requesting such variance and if one or more of the following conditions are met:

- (a) Compliance with this Plan cannot be technically accomplished during the duration of the water supply shortage or other condition for which the Plan is in effect.
- (b) Alternative methods can be implemented which will achieve the same level of reduction in water use.

Persons requesting an exemption from the provisions of this Ordinance shall file a petition for variance with Quadvest within 5 days after the Plan or a particular drought response stage has been invoked. All petitions for variances shall be reviewed by the Operations Manager, or his/her designee, and shall include the following:

- (a) Name and address of the petitioner(s).
- (b) Purpose of water use.
- (c) Specific provision(s) of the Plan from which the petitioner is requesting relief.
- (d) Detailed statement as to how the specific provision of the Plan adversely affects the petitioner or what damage or harm will occur to the petitioner or others if petitioner complies with this Ordinance.
- (e) Description of the relief requested.
- (f) Period of time for which the variance is sought.
- (g) 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.
- (h) Other pertinent information.

Variations granted by Quadvest are subject to the following conditions, unless waived or modified by Management:

- a) Variations granted shall include a timetable for compliance.
- b) Variations granted shall expire when the Plan is no longer in effect, unless the petitioner has failed to meet specific requirements.