

CONSERVATION NOTICE

STAGE 1
AWARENESS



MONARCH

Customer Service
866.654.SWWC (7992)

January 4, 2010

Dear Resident:

With increasing water demands, we are naturally keen to encourage water users, like you, to use water more efficiently. Without using water wisely, the increasing demands lead to water shortages. To help you prevent these shortages, we have implemented a Drought Contingency Plan with the Texas Commission on Environmental Quality (TCEQ).

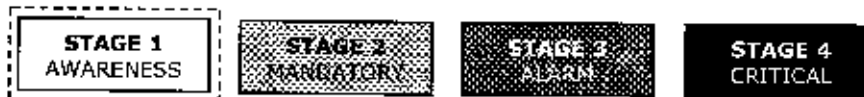
Our Drought Contingency Plan is designed to notify and guide you in taking proactive measures to conserve water. To help you understand the plan, we use a three stage, color-coded system (see insert for full description) called the Water Availability and Restraint Notification System or WARN System. The WARN system changes when specific information about your water availability, drought and water supply levels are acknowledged.

Each shaded stage provides you specific information about the cause of conservation, such as the community water level and production, conservation tips and strategies, and mandated conservation rules. By following the WARN System and making a few small changes to your water use, you can help save water not by going short or without, but by cutting out waste and unnecessary use.

Current WARN System Status

STAGE 1: AWARENESS

(See reverse side for details)



If the water system experiences changes, we may be required to move your area to a higher stage requiring mandatory water restrictions. Please follow the voluntary restrictions on the back of this page.

We appreciate your assistance. You will be notified if a change to this program occurs. If you have any questions, please contact us at 1-866-654-7992.

Monarch Utilities I, LP

**STAGE 1
AWARENESS**

Goal

Reduce water consumption and usage by 10% through voluntary conservation.

Triggers/ Reasons for Initiation

To preserve the health, safety, and well-being of water users, the Utility encourages customers to follow voluntarily conservation awareness practices below. When not in a declared drought or mandatory water restriction period, the Utility will implement this voluntary conservation stage between May 1st and September 30th. The Utility will notify customers each spring that Stage 1 is in place.

Voluntary Practices

The Utility recommends customers voluntarily limit the irrigation of landscaped areas using hose-end sprinklers or automatic systems between 12:01 AM to 4:00 AM; 7:00 AM to 10:00 AM; and 8:00 PM to 11:59 PM on the designated watering day on the approved watering schedule cited below.

| | |
|------------------------|------------------------|
| Address ends in 2 or 9 | Monday and Thursday |
| Address ends in 1 or 5 | Tuesday and Friday |
| Address ends in 6 or 7 | Wednesday and Saturday |
| Address ends in 0 or 3 | Thursday and Sunday |
| Address ends in 4 or 8 | Friday and Monday |

Additional Conservation Practices

- Water garden, trees, flowers or other landscaped areas with hand held hose, a faucet filled bucket or watering can any day between 6:00 PM to 10:00 AM, and avoid unattended hoses.
- Utilize soaker hoses anywhere except lawns from 8:00 PM to 10:00 AM
- Limit vehicle washing with bucket or hand-held hose with automatic shut-off.
- 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 ultra low flow fixtures is encouraged.
- Use a broom or blower instead of a hose to wash off driveways, sidewalks, or streets.
- Use Commercial Car Washes that recycle water.

Utility Measures

During Stage I, the Utility 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 the Utility maximizes water conservation efforts, it will manage limited water supplies and/or reduce water demand by reducing or discontinuing water main flushing, public landscape irrigation; and by using alternative supply source(s). The Utility will provide its respective employees copies of this plan. Utility management will be available to answer any employee or staff questions.

The Utility will work closely with Districts and provide timely information on water levels, water quality and pumping demands. The Utility will conduct leak surveys as required and repair all water leaks in a timely fashion. The Utility will request water users to report leaks to the Utility.

THIS DOCUMENT IS A SUMMARY OF OUR DROUGHT CONTINGENCY PLAN AND DOES NOT LIMIT OR REDUCE THE CUSTOMER'S OBLIGATIONS OR AFFECT OUR RIGHTS UNDER THE DROUGHT CONTINGENCY PLAN.

About the Water Availability and Restraint Notification System (WARN System)

As your water utility, we have updated the Water Availability and Restraint Notification System (WARN System) to meet our Texas Commission on Environmental Quality (TCEQ) Drought Contingency Plan. The WARN System consists of a four stage, shaded bar (shown below). This bar provides water customers a user an easy to use conservation oriented tool to reduce the impact of drought and water shortages. We understand raising the WARN System levels may have impacts on your community; therefore we will only raise the level when the reasons outlined below are met.

To ensure we maximize water conservation efforts when the WARN System is activated, we will manage limited water supplies and/or reduce water demand by reducing or discontinuing water main flushing, public landscape irrigation; and by using alternative supply source(s).

WARN System



Stage 1: Awareness Conservation

Goal

Achieve a 10% reduction in daily water use.

Triggers / Reasons for Initiation

To preserve the health, safety, and well-being of water users, the Utility encourages customers to **voluntarily** follow conservation awareness practices below. When not in a declared drought or mandatory water restriction period, the Utility will implement this voluntary conservation stage **between May 1st and September 30th**. The Utility will notify customers each spring that Stage 1 is in place.

Restrictions

All water users are requested to limit the irrigation of landscaped areas using hose-end sprinklers or automatic systems from 12:01 AM to 4:00 AM *or* from 7:00 AM to 10:00 AM *or* from 8:00 PM to 11:59 PM on your designated watering day as outlined below:

| | |
|------------------------|------------------------|
| Address ends in 2 or 9 | Monday and Thursday |
| Address ends in 1 or 5 | Tuesday and Friday |
| Address ends in 6 or 7 | Wednesday and Saturday |
| Address ends in 0 or 3 | Thursday and Sunday |
| Address ends in 4 or 8 | Friday and Monday |

For Example: If your address is 111 Main Street, your outdoor watering use schedule would be on Tuesday and Friday morning (from 12:01 AM to 4:00 AM *or* 7:00 AM to 10:00 AM) *or* late Tuesday and Friday evening (from 8:00 PM to 11:59 PM).

Additional Conservation Practices

- Water garden, trees, flowers or other landscaped areas with hand held hose, a faucet filled bucket or watering can any day between 6:00 PM to 10:00 AM, and avoid unattended hoses.
- Utilize soaker hoses anywhere except lawns from 8:00 PM to 10:00 AM.
- Limit vehicle washing with bucket or hand-held hose with automatic shut-off.
- 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. (Continued next column.)

- Utilize water reuse where possible.
- Replacement or retrofits with ultra low flow fixtures encouraged.
- Use a broom or blower instead of a hose to wash driveways, sidewalks, or streets.
- Use Commercial Car Washes that recycle water.

Stage 2: Mandatory Conservation

Goal

Achieve a 10% **mandatory** reduction in daily water use

Triggers / Reasons

Any of the following occur:

- When the water treatment capacity reached for three or more days in a week is equal to or greater than 60
- When well pump hours per day for more than three days is equal to or greater than 15 hours.
- When the TCEQ, a governing groundwater district, contracted water supplier requests initiation of Stage

Restrictions

- Use of automatic irrigation systems and hose sprinklers is mandated to the schedule and days of week outlined in Stage 1 above.
- Use of soaker hoses on landscaped areas is only all from 12:01 AM to 10:00 AM *or* from 8:00 PM to 11:20 on designated watering days.
- Use of a hand-held hose (unattended hoses prohibited), a faucet-filled bucket or watering can or (5) gallons or less, or drip irrigation systems is permitted any day from 12:01 AM to 10:00 AM *or* from 7:00 PM to 11:59 PM.
- Washing vehicles, motorbikes, boats, trailers, airplanes other vehicles with a hand-held bucket or a hand hose equipped with a automatic shutoff nozzle permitted one (1) time every two (2) weeks. Vehicle washing may be done at any time on the premises of a commercial car wash or commercial service station. Further, such washing may be exempted these regulations if the health, safety, and welfare of public are contingent upon frequent vehicle cleaning such as garbage trucks and vehicles used to transport food and perishables.
- Topping off pools is allowed on the approved watering schedule. However, filling, refilling or adding of water to swimming pools, wading pools and Jacuzzi-type pools and operation of any ornamental fountain or pond for aesthetic or scenic purposes except where necessary

(Continued on reverse side.)

support aquatic life or where such fountains or ponds are equipped with a re-circulation system, is prohibited.

- The use of water for construction purposes from designated fire hydrants is permitted under special permit.
- Washing or rinsing driveways, sidewalks, or streets is prohibited.

Violations & Penalties

See *Violations & Penalties* section.

STAGE 3: ALARM - Mandatory Conservation

Goal

Achieve 20% reduction in daily water use.

Triggers / Reasons

Any of the following:

- When the water treatment capacity reached for three (3) or more days in a week is equal to or greater than 75%.
- When well pump hours per day for more than three (3) days is equal to or greater than 18 hours.
- When the TCEQ, a governing groundwater district, or a contracted water supplier requests initiation of Stage 3.

Restrictions

- Use of automatic irrigation systems and soaker hoses are limited to between 12:01 AM and 4:00 AM or from 8:00 PM to 11:59 PM on designated watering days outlined in Stage 1 above.
- Use of hose end sprinklers or hand-held hoses (unattended hoses are prohibited) are limited to only between 12:01 AM and 4:00 AM or from 7:00 PM to 11:59 PM on designated watering days.
- Topping off pools is allowed on designated watering days. However, outdoor water use, such as filling, refilling or adding of water to swimming pools, wading pools and Jacuzzi-type pools; and operation of any ornamental fountain or pond for aesthetic or scenic purposes except where necessary to support aquatic life or where such fountains or ponds are equipped with a re-circulation system, is prohibited.
- Due to the extreme nature of Stage 3, the Utility reserves the right to prescribe a monthly consumption limit for customers to ensure meeting required reduction.
- Washing vehicles, motorbikes, boats, trailers, airplanes or other vehicle is prohibited. 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 are contingent upon frequent vehicle cleansing, such as garbage trucks and vehicles used to transport food and perishables.
- Washing or rinsing driveways, sidewalks, or streets is prohibited.

Violations & Penalties

See *Violations & Penalties* section.

STAGE 4: Critical Water Use

Goal

Achieve 30% reduction in daily water use.

Triggers / Reasons

Any of the following:

- When the water treatment capacity reached for three (3) or more days in a week is equal to or greater than 90%.
- When well pump hours per day for more than three (3) days is equal to or greater than 22 hours.

- When the TCEQ, a governing groundwater district contracted water supplier requests initiation of Stage 4.

Restrictions

- Irrigation of landscaped areas is prohibited except faucet-filled bucket or watering can of five (5) gallons less and only between 7:00 AM and 9:00 AM or 7:00 PM and 9:00 PM.
- All other outdoor use is prohibited including use of to wash any vehicles, to fill or top off any pools, fountains or ponds (except where necessary to support aquatic life or to rinse driveways).
- Due to the extreme nature of Stage 4, the Utility reserves the right to prescribe a monthly consumption limit for customers to ensure meeting the required reduction.
- Soaker Hose use for use on building foundation is permitted from 6:00 AM to 9:00 AM and 8:00 PM to 11:59 PM on the designated watering day on the approved watering schedule cited in Stage 1.

Violations & Penalties

See *Violations & Penalties* section.

Notice to Plum Creek Residents

Under extraordinary drought circumstances, we may require Plum Creek customers to further reduce consumption to meet Barton Springs/ Edwards Aquifer Conservation District drought restrictions. As your utility company, we will notify you should such an event occur.

Violations & Penalties

First Violation: The customer will be notified by written notice of their specific violation.

Second Violation: After written notice, the utility will 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.

Third Violation: The utility may discontinue service to the meter for a period of seven (7) days, or until the end of the calendar month, whichever period is shorter. The non-reconnect fee of the utility will apply for restoration of service.

Exemptions or Variances

The utility may grant any customer an exemption or variance from the drought contingency plan for good cause upon written request. A customer who is refused an exemption or variance may appeal such action of the utility in writing to the TCEQ. The utility will treat all customer requests equally concerning exemptions and variances. No exemption or variance shall be retroactive or otherwise justify a violation occurring prior to the issuance of the variance.

Additional Information

THIS DOCUMENT IS A SUMMARY OF OUR DROUGHT CONTINGENCY PLAN AND DOES NOT LIMIT OR REDUCE THE CUSTOMER'S OBLIGATIONS UNDER THE DROUGHT CONTINGENCY PLAN.

If you have any questions, please contact us at:

1-866-654-7992