



# **CITY OF SUNSET VALLEY**

**Water Conservation**

**and**

**Drought Contingency Plan**

**Adopted June 22, 2010 – Ordinance #100622**

**Amended June 21, 2011 – Ordinance #20110621**

**Amended November 1, 2011 – Ordinance #111101**

**Amended October 23, 2012 – Ordinance #121023**

**Amended February 4, 2014 – Ordinance #20140204**

**Amended June 17, 2014- Ordinance #140617**

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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, the City of Sunset Valley, Texas establishes the Drought Contingency Plan. The point of contact for the Water Conservation Plan and Drought Contingency Plan shall be the Director of Public Works for the City of Sunset Valley (512-891-9103.)

The Drought Contingency Plan specifies how the City will respond to and manage the water system during drought conditions and distribution limitations. This Drought Contingency Plan will enable the City of Sunset Valley to manage its water system and water resources in a conscientious, equitable, and appropriate manner. The City of Sunset Valley shall encourage all citizens to participate with conservation measures set forth by this plan. By joint cooperation, Sunset Valley can assist in the continuation of an adequate water supply for all those who live in Central Texas.

Water uses regulated or prohibited under this Drought Contingency 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 offenders to penalties as defined in this Plan.

## **Section II: Background**

### **Water Supply and Projected Demand**

The City of Sunset Valley currently utilizes two sources for supplying potable water. One source is the City of Austin (COA) and the other is the City's water plant and groundwater well. There are currently five distinct areas of single-family dwellings within the corporate limits of Sunset Valley. The COA is the source of water for four of these areas. The City's existing ground water well draws water from the Edwards Aquifer and currently serves 112 single family lots and Sunset Valley City Hall. For planning purposes, the City uses an estimated water use population of 1,750 people, which is a combination of the residential population and the commercial user group. Based upon a three year average, municipal water consumption from 2007-2010 was 116,700,000 gallons per year and had a per capita average of 195 gallons per person per day. Ultimate population is projected at 2,200 people but could be as high as 5,435 people if a standard Living Unit Equivalent (LUE) criterion is applied to population calculations.

The aquifer in this region is regulated by the Barton Springs/Edwards Aquifer Conservation District (BSEAD). The existing well is 360 feet deep and has a 25 horse power submersible pump. The City of Sunset Valley has a water use permit with the BSEAD for 18,590,000 gallons per year. The permit is registered by the BSEAD as "Historical Use", which has a curtailment (restriction) of 30% under certain drought conditions. BSEAD reserves the right to restrict water use up to 100% during extreme drought emergencies.

The commercial areas within the City are all supplied by City of Austin water. Through a wholesale water purchase agreement with the City of Austin, Sunset Valley may buy water for domestic, commercial, and industrial uses on an as-needed basis in an amount not to exceed a

monthly average of 0.639 million gallons per day (“MGD”) and at a rate not to exceed 431 gallons per minute (“gpm”) and at a minimum pressure of 35 pounds per square inch (“psi”). This contract amount is equivalent to 233 million gallons per year or 715 acre-feet per year (AF/yr). As of 2009 the City of Sunset Valley has a combined annual water demand of approximately 165 million gallons per year or 506 AF/yr. Through contractual agreements with both the City of Austin and the Barton Springs Edwards Aquifer District, the City of Sunset Valley’s municipal water supply of 251 million gallons per year exceeds current demand levels. This supply is projected to meet future municipal demands based upon current land use build out and usage trends, including current levels of conservation and reuse.

### **Section III: Trigger Conditions and Goals**

The City of Sunset Valley’s User Drought Contingency Plan shall apply to all residential and commercial customers. The City of Sunset Valley will include public education and assistance programs to encourage compliance with this plan by owners of private wells which are not regulated by the City of Sunset Valley.

In coordination with the Texas Water Development Board and regional planning groups the City of Sunset Valley will prepare long-term per gallons capita per day (gpcd) water use goals. Throughout this Plan, water use goals are set as guidelines for usage and are not intended as an enforcement measure or to authorize the enactment of laws, rules or ordinances, or the undertaking of any enforcement measures, directed to any individual customers or customers who may exceed the gallons per capita per day goals set forth in this plan. If the current use information is not available this data will be gathered and evaluated as a first step in plan implementation.

The Sunset Valley Public Works Director monitors water supply, water system capacity and demand conditions to determine when conditions warrant initiation or termination of each Stage of the Plan. The Director will work in conjunction with the City of Austin and the Barton Springs Edwards Aquifer District to ensure effective participation in regional conservation efforts.

### **DROUGHT STAGES**

#### **Conservation Stage – (Level I)**

**Trigger-** Conservation Stage of the Plan is in effect year round unless service or drought conditions require the declaration of additional water restrictions.

**Goal –** To reduce gallon per capita per day consumption by 1% each year until use is no more than 140 GPCD and encourage the Public to use water resources wisely through the daily use of water conservation practices and water conservation devices. Based upon a GPCD of 195 in 2010 the projected target amounts are 185 GPCD in 2015 and 175 GPCD in 2020.

#### **Alarm Conditions – Level II**

**Trigger-** Level II of the Plan is in effect at such time as there is: a system failure or contamination of the City Groundwater Well or Water Plant, a declaration of Stage II Drought by the City of Austin, a declaration of Alarm Stage Drought by the Barton Springs Edwards Aquifer District

and/or when the drought contingency measures of the LCRA Water Management Plan request that firm water customers voluntarily implement mandatory water restrictions.

**Goal** – Achieve a 20% reduction in monthly water usage per commercial meter based on 3 year rolling average. Achieve a maximum residential monthly consumption of the greater of 12,000 gallons/connection or 4,000 gallons/capita.

**Requirement** – Customers shall be required to comply with the requirements and restriction on certain non-essential water uses as provided in Appendix A – Emergency and Peak Use Water Management Rules for Level II.

The Mayor of Sunset Valley or appointed representative shall be notified upon the activation of Alarm Status and initiate the appropriate actions as stated in Section VII: Public Notification. The Public Works Department shall monitor daily the city well/pumpages and report any status changes to the Mayor or appointed representative.

### **Critical Conditions - Level III**

**Trigger-** Level III of the Plan is in effect at such time as there is: a system failure or contamination of the City Groundwater Well or Water Plant and/or a declaration of Stage III Drought by the City of Austin, a declaration of Critical Stage Drought by the Barton Springs Edwards Aquifer District, and/or when the drought contingency measures of the LCRA Water Management Plan require that firm water customers curtail water use on a pro rata basis.

**Goal** – Achieve a 30% reduction in monthly water usage per commercial meter based on 3 year rolling average. Achieve a maximum residential monthly consumption of the greater of 9,000 gallons/connection or 3,000 gallons/capita.

**Requirement** – Customers shall be required to comply with the requirements and restriction on certain non-essential water uses as provided in Appendix A – Emergency and Peak Use Water Management Rules for Level III.

The Mayor of Sunset Valley or appointed representative shall be notified upon the activation of Critical Status and initiate the appropriate actions as stated in Section VII: Public Notification. The Public Works Department shall monitor daily the City's metered water consumption and report any status changes to the Mayor or appointed representative.

### **Extreme Conditions – Level IV**

Level IV Drought Status must be approved by the Mayor and/or City Council; however the Director may implement mandatory water restrictions to protect the public health and safety in the event of an unusual water system operation event, catastrophic occurrence, or severe weather event. The Director may temporarily implement mandatory restrictions, immediately effective, by public announcement.

The Mayor of Sunset Valley or appointed representative shall be notified upon the activation of Extreme Condition Status and initiate the appropriate actions as stated in Section VII: Public

Notification. Any temporary mandatory water restriction implemented by the Director shall expire within 48 hours unless approved in writing by the Mayor or by Council action.

Formal Council action is required to maintain Level II, III, or IV Drought Status. The Public Works Department shall monitor daily the City's metered water consumption and report any status changes to the Mayor or appointed representative.

## **DISCONTINUANCE OF DROUGHT STAGES AND TRIGGERS**

Each Drought Management stage will be discontinued in progression when the Director determines an emergency condition or a drought situation no longer exists. Notwithstanding the foregoing, any Drought Management Stage resulting from a declaration by BSAED or COA, a stage shall be discontinued when the body so declaring it discontinues the Drought Management Stage.

The Mayor of Sunset Valley or appointed representative shall be notified upon discontinuance of drought stages and initiate the appropriate action as required. The Public Works Department shall monitor daily the City well/pumpages until drought conditions stabilize.

### **Section IV: Emergency and Peak Day Response Stages**

A complete copy of the Emergency and Peak Day Water Use Codes is attached in Appendix A. These codes may be periodically amended.

### **Section V: Public Involvement**

Opportunity for public to provide input into the preparation of this Plan was provided by the City Council of Sunset Valley by means of conducting multiple public meetings regarding the adoption of this Plan. At each meeting, interested members of the public were given the opportunity to provide input regarding the contents and requirements of this Plan.

### **Section VI: Enforcement**

#### **Penalties**

Refer to Appendix A: Emergency and Peak Day Water Use Management for Enforcement and Penalty Regulations.

#### **Variances**

Customers may request specific variances from the provisions of this Plan in cases of hardship or special conditions. All requests for variances shall be submitted as provided in the Emergency and Peak Day Water Use Management attached in Appendix A and action will be taken on the terms and conditions provided therein. **(Amended 6-21-2011; Amended 02-04-2014)**

## **Section VII: Public Notification and Education**

During each drought management stage the City of Sunset Valley will take action to inform the public and to monitor conditions. The City's minimum action may include:

### **Implementation Mechanism**

The Public Works Director shall notify the City Council of Sunset Valley of the commencement or discontinuance of an Alert, Alarm, or Critical Drought Stage and Emergency Condition. Upon Council declaration, the Director shall notify or mail notification to citizens within 48 hours of the drought condition.

### **Public Awareness**

The City of Sunset Valley shall notify citizens of drought conditions and penalties for violations through personal notification, city web site, and individual street postings and/or through correspondence.

## **Section VIII: Coordination with Regional Planning Groups (RPG)**

The City of Sunset Valley is located within the Region K water planning area of the Lower Colorado River Authority (LCRA). The City has provided a copy of this Plan to the Region K water Planning Group. Copies of this Plan have also been provided to the Texas Commission on Environmental Quality (TCEQ) and the BSEAD.

## **Section IX: Plan Review and Updates**

This Plan shall be evaluated at least every two (2) years and revised with the approval of the Sunset Valley City Council. The City will review and evaluate this conservation plan to include any changes in its service area, population, or water demand. This review is in addition to any review done for annual reporting.

Questions regarding this plan and the information provide herein should be directed the City of Sunset Valley Director of Public Works and Environmental Services.

Continue to Appendix A-E.

## **Appendix A: Emergency and Peak Day Water Use Management**

### **DEFINITIONS**

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

AESTHETIC WATER USE is water use for ornamental or decorative purposes such as fountains, reflecting pools, and water gardens.

COMMERCIAL FACILITY means a site with five or more dwelling units, or a civic, commercial, or industrial building and the associated landscaping.

COMMERCIAL WATER USE means 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

NEW LANDSCAPE means vegetation:

- a) installed at the time of the construction of a residential or commercial facility;
- b) installed as part of a governmental entity's capital improvement project; or
- c) that alters more than one-half of the area of an existing landscape.

NON-ESSENTIAL WATER USE water uses that are neither essential nor required for the protection of public, health, safety, and welfare, including but not necessarily limited to:

- 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 in a fountain or pond for aesthetic or scenic purposes except where necessary to support aquatic life;
- g) failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and
- h) 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.



RESIDENTIAL FACILITY means a site with four or fewer dwelling units.

**Conservation Stages**

For the purposes of this Plan, the following Conservation Stages shall apply:

**Conservation Stage - Level I 10% REDUCTION**

1. Require a 2 day irrigation schedule

**Watering Hours:**

Midnight to 10 a.m. and 7 p.m. to midnight  
Effective all year

**Residential**

Odd number addresses: Wednesday and/or Saturday  
Even number addresses: Sunday and/or Thursday  
Effective all year

**Commercial** (including large landscapes such as HOA common areas and Public Schools)  
Tuesday and/or Friday

2. Effective all year: Implement Water Conservation Program (Appendix B)

**Alarm Conditions - Level II 20% REDUCTION**

1. Require a 1 day irrigation schedule

**Watering Hours:**

Midnight to 10 a.m. and 7 p.m. to midnight

**Odd/Even Schedule:**

ODD ADDRESS	Residential Hose End Sprinklers - Saturday Residential Automatic Irrigation Systems - Wednesday Commercial - Friday
EVEN ADDRESS	Residential Hose End Sprinklers - Sunday Residential Automatic Irrigation Systems - Thursday Commercial - Tuesday
PUBLIC SCHOOLS	Monday

2. Eliminate washing of driveways, sidewalks, or streets.
3. City shall check for and fix water leaks in public facilities promptly.
4. Require customers to check for and fix water leaks within their property.

5. Eliminate any new filling or refilling of swimming pools and/or spas in excess of 40,000 gallons. Topping off will be allowed.
6. Eliminate any non-essential water use except that outdoor vegetation may be irrigated by hand-held hose as needed.
7. Utilize other available source of water to insure a 20% reduction in monthly pumpage of ground water from the Edwards Aquifer.

**Critical Conditions - Level III 30% REDUCTION**

1. Notify Sunset Valley residents of Critical Status and utilize other alternate source of water to insure a reduction in pumpage from Edwards Aquifer.
2. Eliminate any new filling or refilling of swimming pools and/or spas. Topping off will be allowed.
3. No irrigation of outdoor vegetation allowed except for hand held hose as needed.
4. No supplemental watering of ground around a building foundation, to prevent foundation cracking, except on a designated watering day.
5. Designated watering schedule for Level III

**Watering Hours:**

Midnight to 10 a.m. and 7 p.m. to midnight

**Odd/Even Schedule:**

ODD ADDRESS	Residential -Saturday Commercial - Friday
EVEN ADDRESS	Residential - Sunday Commercial - Tuesday
PUBLIC SCHOOL	Monday

**Extreme Conditions -Level IV**

The City of Sunset Valley shall utilize the alternate water source during emergency water outage conditions at the Sunset Valley Water Plant. These requirements will be initiated when the City of Sunset Valley 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. Natural or man-made contamination of the water supply source.

During Extreme Conditions the City Council may initiate Conservation Stage requirements Level I-IV or specify other restrictions or regulations for conservation as determined necessary by Council for the type of emergency.

Emergency water outage conditions may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of 48 hours.

### **VARIANCES**

The Director will grant a variance from the requirements of the Plan if the director determines that a special circumstance exists and that compliance with this Plan:

1. Adversely affects the health, sanitation, or fire protection of the public or the applicant;  
or
2. Threatens a substantial economic hardship. **(Amended 6-21-2011)**

A person may seek a variance by filing an application with the Director or his/her designee. The Director may require the applicant to provide information the Director determines is necessary to evaluate the variance request. If the Director approves a variance, the applicant shall keep a copy of the approval in a location on the affected property that is accessible and visible to the public.

All petitions for variances shall be reviewed by the Director 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.

### **Appeal: (added 02-04-2014)**

The Director's decision may be reconsidered by the City Council upon a request by the applicant. The Council shall not grant a variance unless it finds that special conditions exist, that (i) compliance with the plan would adversely affect the health, sanitation, or fire protection of the public or the applicant; or (ii) compliance would threaten a substantial economic hardship.

The Council may impose such conditions, limitation and safeguards as it deems appropriate upon granting of the variance to ensure the applicant meets the intent of the plan to the greatest extent possible.

### **Expiration of Variances:**

1. A variance from a Level I requirement expires when Level II regulations take effect.
2. A variance from a Level II requirement expires when Level III regulations take effect.
3. A variance from Level III requirement expires when Level IV regulations take effect.

4. A variance from a requirement of this Plan may be terminated by action of the City Council if it is determined that the applicant is in violation of this plan.

### **Enforcement Proceedings**

It shall be unlawful for any person to intentionally, knowingly, recklessly, or with criminal negligence allow or cause any waste of water or to allow or cause any violation of any provision of this Water Conservation and Drought Contingency Plan (“Plan”).

A person commits an offense if, after the City has notified citizens of any of Level II through Level IV Water Restrictions in the manner and under the conditions set forth in the Plan, he/she uses water provided by the City's water utility system: (i) for outside watering on a day when outside watering is prohibited at the affected address; (ii) to wash off a driveway, sidewalk or street; (iii) for any non-essential use; (iv) for a purpose, at a time, or in a manner proscribed in connection with any Level IV restriction adopted by the City Council, at any time during which such water use is proscribed by a water restriction then in effect. Each offense shall be a Class C misdemeanor.

### **ENFORCEMENT PERSONNEL**

In addition to all peace officers, code enforcement personnel, and other persons authorized to enforce city ordinances, the Director is authorized to enforce this division by issuing citations to violators, filing complaints in municipal court, and filing civil enforcement actions.

### **REGISTERED WATER USER PRESUMED RESPONSIBLE**

A person in whose name a water service account is held is presumed to be responsible for a violation of this Plan that occurs at the water service account location.

Whenever a corporation or association violates any provision of this Plan the president, vice-president, secretary, treasurer, manager or any agent or employee of the corporation or association who is responsible for the violation shall be subject to the penalty prescribed for the violation.

### **PENALTY**

- A. A person commits an offense if the person performs an act prohibited by this Plan or fails to perform an act required by this Plan after issuance of a documented written notification of violation pertaining to the address or water service location.
- B. The Director is authorized and instructed to commence any action, in law or in equity, including the filing of criminal charges (following notices as provided in the Penalty provisions below), the Director determines to be necessary for the purpose of enforcing this Plan. The Director may also seek civil penalties and any other legal or equitable relief available under common law, Chapter 54 of the Texas Local Government Code or any other applicable city, state or federal code or statute necessary to enforce this Plan.
- C. *Criminal penalties:* a person who violates any provision of this division commits a misdemeanor, and upon conviction, shall be punished by a fine in any amount not more than \$2,000.00.

- D. Each instance of a violation of this Plan is a separate offense.
- E. It is not a defense to prosecution under any provision of this Plan that the violation charged is no longer occurring or no longer exists.

**WATER USE SURCHARGES**

- A. Any water customer that uses water supplied by the city in violation of Level II or Level III water use restrictions shall be subject to additional surcharges as provided by this section. Surcharges imposed under this section may be applied in addition to criminal penalties. No customer shall be surcharged except upon the report of a city enforcement personnel who directly observed a violation of water use restrictions.
- B. The first violation observed in any calendar year shall result in a notice of violation. The initial notice of violation is intended to document the violation and to provide information to the responsible water user that a violation has occurred. Thereafter additional violations in the same calendar year shall be subject to surcharges in the water customer's bill for the month of the violation in the amount provided by the following table:

First violation in any 12 month period	Written Notification
Second violation in any 12 month period	\$100.00
Third violation in any 12 month period	\$250.00
Fourth violation in any 12 month period	\$500.00

- C. Surcharges may be assessed by mailing, certified mail, a notice of violation to the person or entity who/which is the service customer for water service at the address of the violation. A notice of violation may also be hand delivered to water service customer or agent thereof where the alleged violation occurred. The person receiving the notice shall sign a statement acknowledging receipt of the notice. The notice of violation shall set forth the details of the violation and the associated surcharges.
- D. The affected water service customer, may submit to the Director a written appeal of the violation and surcharge not later than ten calendar days after the receipt of a notice of violation. If an appeal is not timely submitted the surcharge shall be due and payable at the time for timely payment of the water service bill for the month in which the violation occurred.
- E. After the Director receives a request for an appeal, the request will be forwarded to the City Administrator.
- F. The City Administrator shall have the authority to hear and determine appeals of the assessment of surcharges. The City Administrator shall provide written notice by certified mail, return receipt requested to the address of the water service of his/her decision to the appealing party. The appealing party may appeal the City Administrator's decision by submitting an appeal to the Mayor for consideration by the City Council not later than ten (10) calendar days after issuance of the City Administrator's decision. A decision of the appeal by the City Council shall be made in an open public meeting and shall be a final decision. In the event of appeal, applicable surcharges shall not be due until the time for timely payment of the first water bill following a final non-appealable decision. An appealing party shall be given not less than five (5) days written notice of the date and time when the City Council will consider the appeal. The appealing party shall be given a reasonable opportunity to present evidence to the City Council that no violation occurred. The appealing party shall be given a reasonable opportunity to provide written statements and documentary evidence to the City Administrator at the time of submission of an appeal to the City Administrator.

## **Appendix B: Water Conservation Program**

### **A. GOAL**

The City has established a goal to reduce gallon per capita per day consumption by 1% each year until use is no more than 140 gpcd and encourage the Public to use water resources wisely through the daily use of water conservation practices and water conservation devices. Based upon a GPCD of 195 in 2010 the projected target amounts are 185 GPCD in 2015 and 175 GPCD in 2020.

### **B. METERING**

The City uses production meters on its well and emergency supply lines to measure the amount of water supplied. These meters are checked for accuracy and calibrated once a year to within plus-or-minus 5.0% accuracy. In addition the water operators monitor daily production for unusual changes in apparent usage. Any unusual change will trigger a meter test by volumetric means. The City measures 100% of the water used, and has a policy that all connections will be metered. A portable meter is available for metering water use from fire hydrants. Other water uses, such as major water line leaks and firefighting, are estimated. Meter readings are monitored each month for abnormally high or low usage, with high usage indicating a possible customer leak and low usage indicating a possible inaccurate meter. Both situations are investigated by City staff. All meters are subjected to the following regular testing and/or repair schedule:

- 1) Production meters – once a year
- 2) Service meters 2 inch or larger – once every three years
- 3) Service meters less than 2 inch – once every five years

Meters indicating a possible inaccuracy are tested and replaced if the meter fails an accuracy test.

### **C. WATER LOSS ACCOUNTING SYSTEM**

An accounting system will be maintained which tracks water pumped, water delivered and water metered to the customer. From this information water losses will be calculated and tracked on a monthly and annual basis. The water losses will be monitored on a regular basis to determine unusual trends and assist in regulating water losses. Unaccounted for water should not exceed 20% of the overall water consumption. Sunset Valley typically losses 15% of its water to leaks in the system. Through the use of water loss accounting and prompt maintenance operation the goal is to reduce total water loss to 10% by 2015 and less than 10% by 2020.

#### **1. Leak Detection and Repair**

- a) Distribution crews periodically inspect the distribution system for leaks. They look for suspicious water flow in streets and storm sewers.
- b) They respond immediately to reports of leaks and effect repairs in a timely fashion.
- c) Meter readers inspect for any possible leaks as part of their meter reading duties.

- d) Distribution crews disconnect abandon services properly and promptly to prevent illegal usage.
- e) Through its customer billing system, monthly comparisons are made of water production and usage to identify customers with abnormally high usage. The City of Sunset Valley assists in helping the customer in investigating and identifying possible onsite leaks.

## 2. Residential Water Audit Program

On request by the customer, a city representative will perform a water audit for the resident structure. The primary objective is to encourage high water use customers to reduce consumption. This is accomplished by identifying wasteful habits, leaks or non-conserving plumbing fixtures. For the resident the representative will perform a leak test. The representative will provide information on low-flow shower heads, aerators, and information on the City's water conservation rebates and available water conserving devices offered by the City of Sunset Valley.

### **D. RATE STRUCTURE**

The City of Sunset Valley has a three tiered water rate structure that is designed to discourage excessive use of water. In addition, the rate structure provides for surcharges for water use that is in violation of this Plan. The rate structure for the City of Sunset Valley shall include incentives to reduce water consumption. Winter water rates are in effect November through June. Summer rates are July through October.

### **E. WATER CONSERVING LANDSCAPING**

The City of Sunset Valley will encourage customers through the public education program to utilize landscaping and irrigation procedures that reduce water consumption. The following recommended methods will be promoted by the City Public Works Department.

- Encourage landscaping to use drought resistant grasses and plants that require less water.
- Encourage all irrigations systems to have installed a rain sensing device and freeze gauge.
- Encourage the use of Xeriscaping or native plants for landscaping.
- If an ornamental fountain is to be used, encourage residents to install only ornamental fountains that include a recycle water feature and use the minimum amount of water.
- Additionally, the City will provide examples that demonstrate the principals of Xeriscaping, use of recycle water feature and irrigation sensors in highly visible areas around City Hall. The city will also provide information and literature for residents on such topics as drip irrigation, irrigation, and a list of native and Xeriscaping plants.

### **F. IRRIGATION AUDIT PROGRAM**

Free irrigation audits will be offered to the residents with automatic sprinkler system. Auditors will examine the irrigation system and prepare a customized irrigation report and schedule for the site. During the audit, a conservation representative will measure the amount of water supplied from each station, and will provide the customer with a conservation irrigation schedule for the lawns and shrubs. The auditor will also answer or provide information to the resident

about questions on landscape and system design, maintenance and operation. The objective of the program is to provide landscape managers with the information they need to perform timely equipment maintenance and apply accurate amounts of water through the year. Besides saving money for customers, the goal of the program is to reduce peak day use.

#### **G. WATER CONSERVATION INCENTIVES**

To help in the conservation of water the City of Sunset Valley will provide incentives to the residence, which will result in reduce water consumption. The following methods will be promoted by the education and information program.

- The City will offer to the residents a toilet rebate for approved low flush toilets. This program will be available to all residents, including residents who are on a private well.
- The City will offer washing machine rebates. This rebate program will cover the purchase of an approved high efficiency washing machine, for the amount on the receipt of purchase not to exceed the total rebate amount. This program will be available to all residents including residents who are on a private well.
- In an effort to encourage water conservation the City will offer an incentive for the installation of approved rainwater harvesting systems.
- During drought conditions the City will offer types of incentives including but not limited to gift cards to various restaurants to residents who have had the greatest decrease in water consumption over the past month.

#### **H. PUBLIC EDUCATION AND INFORMATION**

##### **Water Restrictions**

The City will regularly provide the public with information about the Water Conservation Plan. This information shall include 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:

- Utility bill inserts
- Posting of the information on the City web page
- Public signs posted at the entrance of every street in the City
- Mail- outs, which will include watering calendars (individual residence magnetic watering calendars)
- Public meetings

##### **Conservation Programs**

The City will make available to all new residents a packet regarding Water Conservation and Drought Contingency. This packet of information will include but not be limited to:

- The reasons Water Conservation and Drought Contingency planning must be practiced.
- Suggestions for how the public may conserve water in their daily activities.
- The availability of low consumption appliance rebates.
- The availability of rain water harvesting rebates
- The availability of water saving devices and how to retrofit existing fixtures.
- Use of Xeriscaping landscaping and water saving irrigation.



- Trigger Conditions and Drought Response Measures to Drought Stages.
- Implementation and Enforcement of Drought Response Measures.

In addition, the City will promote water conservation by informing the public of ways to conserve water inside homes, and in landscaping and lawn care. This information will be made available on the City web page, and at both the City Hall, and Public Works Department.

## **I.CONSTRUCTION POLICY AND INTERNAL CONSERVATION MEASURES**

The City of Sunset Valley shall institute policies and regulations to encourage water conservation. Water conservation plan and drought plans shall be adopted by Ordinance. Construction policies are incorporated into the Land Development Code.

### **Plumbing Codes**

The City of Sunset Valley has adopted the Uniform Plumbing Code (2006), which requires the use of water saving fixtures to be installed in new construction and during the replacement of plumbing in existing structures.

**Appendix C: Transmittal Letter to Regional Planning Group**

**Appendix D: Water System Map**

