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DROUGHT CONTINGENCY PLAN

CCN# 10804 PWS # 2120015

January 1, 2020

Section 1: Declaration of Policy, Purpose, and Intent

In cases of extreme drought, periods of abnormally high usage, system contamination, or extended reduction in the ability to supply water due to equipment failure; temporary restrictions may be instituted to limit non-essential water usage. The purpose of the Drought Contingency Plan is to encourage customer conservation in order to maintain supply, storage, pressure or to comply with the requirements of a court, government agency or other authority.

Water restriction is not a legitimate alternative when the water system does not meet the Texas Commission on Environmental Quality (TCEQ) capacity requirements under normal conditions, nor when Crystal Systems Texas, Inc. fails to take all immediate and necessary steps to replace or repair malfunctioning equipment.

I, John R. Garrett, being the responsible official for CRYSTAL SYSTEMS TEXAS, INC., request a minor tariff amendment to include the enclosed Drought Contingency Plan.



John R. Garrett, President

6/15/20
Date

Section 2: Public Involvement

Opportunity for the public to provide input into the preparation of the Plan was provided by:

1. Direct communication with the public;
2. Meeting with elected officials to provide input;
3. Direct mailings and response; and
4. Web Site;

Section 3: Public Education

Crystal Systems Texas, Inc. 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. Drought plan information will be provided by Customer mail-outs and posted on the Web Site.

Section 4: Coordination with Regional Water Planning Groups

Crystal Systems Texas, Inc. is located within Regional Water Planning Group (RWPG) D.

Crystal Systems Texas, Inc. has provided a copy of this Plan to the RWPG.

Section 5: Notice Requirements

Written notice will be provided to each customer prior to implementation or termination of each stage of the water restriction program. Notices must be mailed to each customer at least 72 hours prior to the start of water restriction. If notice is hand delivered, Crystal Systems Texas, Inc. will not enforce the provisions of the plan for at least 24 hours after notice is provided. The written notice to customers will contain the following information:

- a. the date restrictions will begin;
- b. the circumstances that triggered the restrictions;
- c. the stages of response and explanation of the restrictions to be implemented; and
- d. an explanation of the consequences for violations.

Crystal Systems Texas, Inc. will notify the TCEQ by telephone at (512) 239- 4691, or electronic mail at watermon@tceq.state.tx.us prior to implementing the program and must notify in writing the Public Drinking Water Section at MC - 155, P.O. Box 13087, Austin, Texas 78711-3087 within Five (5) working days following implementation including a copy of Crystal Systems Texas, Inc. restriction notice. Crystal Systems Texas, Inc. will file a status report of its restriction program with the TECQ at the initiation and termination of water use restrictions (Stages II, III and IV).

Section 6: Exemptions or Variances

Crystal Systems Texas, Inc. may grant any customer an exemption or variance from the Drought Contingency Plan, upon written request and for good cause. A customer who is denied an exemption or variance may appeal in writing to the TCEQ. Crystal Systems Texas, Inc. shall not discriminate in granting exemptions and variances. No exemption or variance shall be retroactive or otherwise justify any violation of this Plan occurring prior to the issuance of the variance.

Section 7: If Stage II or Stage III is implemented, then the following AM/PM outside watering hours shall be observed on designated water days;

- 1) Daytime outside watering hours will be defined as follows: 10:00AM until 4:00 PM.
- 2) Nighttime outside watering hours will be defined as follows: 9:00PM until 2:00 AM.
- 3) No outside watering shall occur between the hours of 2:00 AM and 10:00 AM
Nor between the hours of 4:00 PM and 9:00 PM.

Section 8: Response Stages

Unless there is an immediate and extreme reduction in water production, or other necessity to declare an emergency or severe condition, Crystal Systems Texas, Inc. will initially declare Stage I Customer Awareness each year from April 1st through September 30th. If, drought conditions occur and demand is not reduced enough to alleviate outages, reduce the risk of outages, or comply with restrictions required by a court, government agency or other authority, Stage II may be implemented with Stage III and Stage IV to follow if necessary.

Section 9: Violations during Stages III and IV

1. First violation: The customer will be notified by written notice of their specific violation.
2. Subsequent violations:
 - a. After written notice, Crystal Systems Texas, Inc. 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. Crystal may charge the customer for the actual cost of installing and removing the flow restricting device, not to exceed \$50.00.
 - b. After written notice and flow restriction, Crystal Systems Texas, Inc. may discontinue service at the meter for a period up to seven (7) days, or until the end of the calendar month, whichever is EARLIER. The normal reconnect fee will apply for restoration of service.

STAGE I - CUSTOMER AWARENESS

Stage 1 will begin every April 1st and ends every September 30th, Crystal Systems Texas, Inc. will mail a public announcement to its customers.

No notice to TCEQ is required.

Utility Measures:

This announcement will be designed to increase customer awareness of water conservation and encourage the most efficient use of water. A copy of the current public announcement on water conservation awareness shall be kept on file available for inspection by the TCEQ.

Voluntary Water Use Restrictions:

Water customers are requested to voluntarily limit the use of water for non-essential purposes and to practice water conservation during this time period.

STAGE II- VOLUNTARY WATER CONSERVATION

Upon initiation of Stage II and termination of Stage I, Crystal Systems Texas, Inc. will mail a public announcement to its customers, post a notice on the Crystal Systems Texas, Inc. Web Site and notify the TCEQ.

Crystal Systems Texas, Inc. will implement Stage II when any one of the selected triggers is reached:

1. For Ten (10) days within any Fourteen (14) consecutive days period when the System reaches Eighty (80) percent of maximum daily production capacity.
2. For Three (3) days within any Ten (10) consecutive days period that any elevated storage tank displays a "low water level" alarm due to demand.
3. Any major mechanical failure of equipment.
4. Any major pipeline break or unexpected loss of capacity to provide water.
5. Any natural or manmade contamination of the water supply.

Voluntary Water Use Restrictions:

1. Implement odd/even outside watering restrictions.
 - a. Customers with even 911 Street addresses may water on the following days: Monday, Thursday, and Saturday, during the hours as stated in Section 7.
 - b. Customers with odd 911 Street addresses may water on the following days: Tuesday, Friday and Sunday, during the hours as stated in Section 7.

- c. No outside watering on Wednesday except with a single hose and a maximum of two sprinklers, during the hours as stated in Section 7.
2. Use of water to fill swimming pools is restricted to odd/even watering days and during PM hours as defined herein.
3. The Utility's waste of water from hydrants or flush valves shall be limited to the amount necessary for maintaining public health, safety, and welfare.
4. Use of water for washing any motor vehicle, boat, trailer or building is prohibited except on designated watering days between the hours of 10:00 a.m. and 12:00p.m. Such washing, when allowed, shall be with a hand-held hose equipped with a positive shutoff nozzle.
5. The following uses of water are defined as non-essential and should be avoided where possible:
 - a. Washing any sidewalks, walkways, driveways, parking lots, tennis courts, decks or other hard-surfaced areas;
 - b. Washing buildings or structures for purposes other than immediate fire protection.
 - c. Use of water for dust control;
 - d. Flushing gutters or permitting irrigation water to run into the street;
 - e. Failure to repair a controllable leak(s) within a reasonable period after detection.
 - f. Any other Customer waste of water.

Requirements for termination:

Stage II of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of at least Ten (10) consecutive days and Crystal Systems Texas, Inc. determines that weather and equipment conditions justify such termination supported by a Five (5) percent minimum reduction in daily water production. Upon termination of Stage II, Stage I again becomes operative unless otherwise notified by Crystal Systems Texas, Inc.

Utility Measures:

Visually inspect lines and repair leaks on a daily basis. A regular review of all customers' digital consumption records and customer notification of unusually high usage when detected. However, customers shall maintain primary responsibility for detecting leaks and shall maintain full

responsibility for repairing all plumbing leaks downstream from their meter. The utility shall curtail routine flushing of water mains, repair leaks as quickly as possible and restrict making voluntary improvements that may require excessive water use.

STAGE III - MANDATORY WATER USE RESTRICTIONS

Phase 1.

Upon initiation of Stage III Phase 1 and termination of Stage II, Crystal Systems Texas, Inc. will mail a public announcement to its customers, post a notice on the Crystal Systems Texas, Inc. Web Site and notify the TCEQ.

Crystal Systems Texas, Inc. will implement Stage III Phase I when any one of these selected triggers is reached:

1. For Ten (10) days within any Fourteen (14) consecutive days period when the System reaches Eighty (85) percent of maximum daily production capacity.
2. For any Five (5) consecutive day period that any elevated storage tank displays a "low water level" alarm due to demand.
3. Any major mechanical failure of equipment.
4. Any major pipeline break or unexpected loss of capacity to provide water.
5. Any natural or manmade contamination of the water supply.

The following water use restrictions shall apply to all customers.

1. Implement modified odd/even outside watering restrictions.
 - a. Customers with even 911 Street addresses may water on the following days of the week: Wednesday and Saturday, during the hours as stated in Section 7.
 - b. Customers with odd 911 Street addresses may water on the following days of the week: Thursday and Sunday, during the hours as stated in Section 7.
 - c. No outside watering on Monday, Tuesday and Friday except with a single hose and a maximum of two sprinklers, during the hours as stated in Section 7.
2. Use of water to fill swimming pools is restricted to odd/even watering days and during PM hours as defined herein.

3. The Utility's waste of water from hydrants or flush valves shall be limited to maintaining public health, safety, and welfare.
4. The following uses of water are defined as non-essential and should be avoided where possible:
 - a. Washing any sidewalks, walkways, driveways, parking lots, tennis courts, decks or other hard-surfaced areas;
 - b. Washing buildings or structures for purposes other than immediate fire protection;
 - c. Use of water for dust control;
 - d. Flushing gutters or permitting irrigation water to run into the street;
 - e. Failure to repair a controllable leak(s) within a reasonable period after detection;
 - f. Use of water to wash any motor vehicle, boat, trailer, or building is prohibited;
 - g. Any other waste of water.

Requirements for termination:

Stage III Phase 1 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of at least Ten (10) consecutive days and Crystal Systems Texas, Inc. determines that weather and equipment conditions justify the termination supported by a Five (5) percent minimum deduction in daily water production. Upon termination of Stage III Phase 1, Stage II again becomes operative unless otherwise notified by Crystal Systems Texas, Inc.

Utility Measures:

Visually inspect lines and repair leaks on a daily basis. A regular review of all customers' digital consumption records and customer notification of unusually high usage when detected. However, customers shall maintain primary responsibility for detecting leaks and shall maintain full responsibility for repairing all of their plumbing leaks downstream from the meter. The utility shall curtail routine flushing of water mains, repair leaks as quickly as possible and restrict making voluntary improvements that may require excessive water use.

STAGE III - MANDATORY WATER USE RESTRICTIONS

Phase 2.

Upon initiation of Stage III Phase 2 and termination of Stage III Phase1, Crystal Systems Texas, Inc. will mail a public announcement to its customers, post a notice on the Crystal Systems Texas, Inc. Web Site and notify the TCEQ.

Crystal Systems Texas, Inc. will implement Stage III when any one of the following selected triggers is reached:

1. For ten (10) days within any fourteen (14) consecutive days period when the System reaches Ninety (90) percent of maximum daily production capacity.
2. For any Ten (10) consecutive day period that any elevated storage tank displays a "low water level" alarm due to demand.
3. Any major mechanical failure of equipment.
4. Any major pipeline break or unexpected loss of capacity to provide water.
5. Any natural or manmade contamination of the water supply.

The following water use restrictions shall apply to all customers.

1. Implement modified odd/even outside watering restrictions.
 - a. Customers with even 911 Street addresses may water on the following days of the week: Wednesday during the hours as stated in Section 7; And Saturday only with a single hose and a maximum of two sprinklers, during the hours as stated in Section 7.
 - b. Customers with odd 911 Street addresses may water on the following days of the week: Thursday during the hours as stated in Section 7; And Sunday only with a single hose and a maximum of two sprinklers, during the hours as stated in Section 7.
 - c. No outside watering of any type on Monday, Tuesday and Friday.
2. Use of water to fill swimming pools is restricted to odd/even watering days and during PM hours as defined herein.
3. The Utility's waste of water from hydrants or flush valves shall be limited to the

amount necessary for maintaining public health, safety, and welfare.

- 4 The following uses of water are defined as non-essential and should be avoided where possible:
 - a. Washing any sidewalks, walkways, driveways, parking lots, tennis courts, decks or other hard-surfaced areas;
 - b. Washing buildings or structures for purposes other than immediate fire protection.
 - c. Use of water for dust control;
 - d. Flushing gutters or permitting irrigation water to run into the street;
 - e. Failure to repair a controllable leak(s) within a reasonable period after detection.
 - f. Use of water to wash, any motor vehicle, boat, trailer, or building is prohibited and;
 - g. Any other waste of water.

Requirements for termination:

Stage III Phase 2 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of at least Ten (10) consecutive days and Crystal Systems Texas, Inc. determines that weather and equipment conditions justify the termination supported by a Five (5) percent minimum reduction in daily water production. Upon termination of Stage III Phase 2, Stage III Phase1 again becomes operative unless otherwise notified by Crystal Systems Texas, Inc.

Utility Measures:

Visually inspect lines and repair leaks on a daily basis. A regular review of all customers' digital consumption records and customer notification of unusually high usage when detected. However, customers shall maintain primary responsibility for detecting leaks and shall maintain full responsibility for repairing all of their plumbing leaks downstream from the meter. The utility shall curtail routine flushing of water mains, repair leaks as quickly as possible and restrict making voluntary improvements that may require excessive water use.

STAGE IV - CRITICAL WATER USE RESTRICTIONS

Upon initiation of Stage IV and termination of Stage III , Crystal Systems Texas, Inc. will mail a

public announcement to its customers, post a notice on Crystal Systems Texas, Inc.'s Web Site and notify the TCEQ.

Crystal Systems Texas, Inc. will implement Stage IV when any one of the selected triggers is reached:

1. For Ten (10) days within any Fourteen (14) consecutive days when the System exceeds Ninety-five (95) percent of maximum daily production capacity.
2. For any Fifteen (15) consecutive day period that any elevated storage tank displays a "low water level" alarm due to demand.
3. Any major pipeline break or unexpected loss of capacity to provide water.
4. Any natural or manmade contamination of the water supply.

The Following Mandatory Water Use Restriction Shall Apply To All Customers

ABSOLUTELY NO OUTSIDE WATERING OR OUTDOOR WATER USE OF ANY TYPE IS ALLOWED

Requirements for termination:

Stage IV of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of at least Twenty (20) consecutive days and Crystal Systems Texas, Inc. determines that weather and equipment conditions justify such termination supported by a Five (5) percent minimum reduction in daily water production. Upon termination of all phases of Stage III Phase 2 becomes operative unless otherwise notified by Crystal Systems Texas, Inc.

Utility Measures:

Emergency interconnects or alternative supply arrangements shall be initiated if available. Visually inspect lines and repair leaks on a daily basis. A regular review of all customers' digital consumption records and customer notification of unusually high usage when detected. However, customers shall maintain primary responsibility for detecting leaks and shall maintain full responsibility for repairing all of their plumbing leaks downstream from the meter. The utility shall curtail routine flushing of water mains, repair leaks as quickly as possible and restrict making voluntary improvements that may require excessive water use.

All customer's digital meters shall be monitored to ensure compliance with this program for the benefit of all the customers.