



P.O. Box 1084
Tyler, TX. 75710-1084
903-592-8509 or Fax 903-592-2793
www.crystalsystemstx.com

July 11, 2022

To: All Crystal Customers

Re: Drought Contingency Plan: Stage II Implementation (Voluntary Water Conservation: Restricted Outside Watering Days and Hours)

Dear Customer,

Due to persistent extreme heat and dry weather conditions, it is now necessary to implement Stage II of the Crystal Systems Drought Contingency Plan effective July 15, 2022. The full Plan should be viewed on Crystal's website at www.crystalsystemstx.com. This action is automatically triggered whenever "low water" elevated storage tank levels occur during any three (3) days within the previous ten (10) consecutive day period. These low water situations typically occur within the early morning and late afternoon hours during periods of peak demand. To address this problem, Crystal will attempt to more evenly distribute outside irrigation cycles by alternating days and set hours of operation. Depending on whether your 911 street address ends with an even or odd number, we encourage you to immediately adjust your outside irrigation to conform to the following schedule and observe these water use guidelines:

Customers with even street addresses (or otherwise 911 addresses) may water on the following days: Monday, Thursday, and Saturday, only during the hours of 10:00 am to 4:00 pm (daylight) and/or from 9:00 pm to 2:00 am (nighttime).

Customers with odd 911 street addresses (or otherwise 911 addresses) may water on the following days: Tuesday, Friday, and Sunday, only during the hours of 10:00 am to 4:00 pm (daylight) and/or from 9:00 pm to 2:00 am (nighttime).

No outside watering on Wednesday except with a single hose and a maximum of two sprinklers, during the hours as stated above.

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.

Use of water to fill swimming pools is restricted to odd/even watering days and during PM hours as defined herein.

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.

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 12:00 p.m. Such washing, when allowed, shall be with a hand-held hose equipped with a positive shutoff nozzle.

The following uses of water are defined as nonessential 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.

It is important to note that these watering schedules should provide customers with adequate irrigation opportunities while assuring basic domestic water needs for all customers. Phase II measures are voluntary; however, should these measures prove in-effective in mitigating low water levels or should any other actions be triggered pursuant to Crystal's Drought Contingency Plan, then future stages will be implemented that require mandatory compliance. We will notify you again if additional stages are required. Please call our office at 903-592-8509 from 8:00 am to 12:00 pm and/or from 1:00 pm to 5:00 pm should you have questions.

Thank you for your cooperation.

Sincerely,

A handwritten signature in blue ink, appearing to be 'John R. Garrett', written in a cursive style.

Crystal Systems Texas Inc,
John R. Garrett, President