

Crescent Heights Water Supply

P.O. Box 375 * Highway 31 West * Athens, Texas 75751 * (903) 677-3946

Attention All Members:

Crescent Heights Water Supply Corporation will be going into **Stage 4 – Emergency Water Shortage Conditions Drought Contingency Plan effective from this date, April 09, 2020**.

Crescent Heights Well #5 located at 9430 State Highway 31 W. Athens, TX 75751 has been taken out of service due to a leak at the bottom of the bowl. Emergency repairs have begun and is expected to continue through the months of June or the first part July of 2020.

Another concern that adds to the need for restrictions is the current Covid-19 Virus “Shelter In Place” orders that have impacted the use of water in households that are not ordinarily occupied during less peak demand hours.

Under these unusual and unexpected conditions, it is necessary to take emergency measures. Under Stage 4 – Emergency Water Shortage Conditions, all triggering criteria apply.

Listed below are the triggering criteria for initiation of Drought Response Stages:

Stage 1 - Moderate Water Shortage Conditions

Goal: Achieve a voluntary eight (8) percent reduction in gallons pumped per month.

Voluntary Water Use Restrictions:

- (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. The washing of vehicles, use of water to refill swimming pools, wading pools and etc. is prohibited.
- (b) Water customers are requested to practice water conservation and to minimize or discontinue water use for non-essential purposes.

Stage 2 - Severe Water Shortage Conditions

Goal: Achieve a twenty (20) percent reduction in gallons pumped per month.

Stage 3 - Critical Water Shortage Conditions

Goal: Achieve a twenty-five (25) percent reduction in gallons pumped per month.

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Stage 4 - Emergency Water Shortage Conditions

Goal: Achieve a reduction in water usage to offset the loss of available water caused by the condition triggering the emergency.

Water Use Restrictions. All requirements of Stage 1, 2, and 3 shall remain in effect during Stage 4 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.

I: Variances

The general 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 the Crescent Heights WSC within 5 days after the Plan or a particular drought response stage has been invoked. All petitions for variances shall be reviewed by the general 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.

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Variances granted by the Crescent Heights WSC shall be subject to the following conditions, unless waived or modified by the general manager or his/her designee:

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

No variance shall be retroactive or otherwise justify any violation of this Plan occurring prior to the issuance of the variance.

Crescent Heights WSC appreciates your cooperation in these most challenging times, and we regret the need to enforce such limiting restrictions. It is our hope that this will be resolved quickly, and we can revise our triggering response to a lesser degree as we go through the summer months.

Sincerely,

Karla Tharp/Manager
(903) 677-3946 Office
(903) 677-2992 Fax

Crescent Heights Water Supply Corporation is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at: program.intake@usda.gov.